



Footpath Welcome Team Oversight:

A comprehensive overview of the Footpath Team's role and responsibilities during a weekend service. You will get the insight into how the team operates and their KPI benchmarks to grow and impact church.



FOOTPATH WELCOME TEAM OVERSIGHT

Providing an incomparable welcome experience starting and finishing at the carpark & footpath.

Responsibilities

- To meet and greet people at the front of church, answering questions and inspiring them to take Next Steps.

Pre-Service Commitments

- Attend NPN meeting at 5:40pm – 6:00pm.
- Brief Footpath team members at 6:00pm – 6:10pm and ensure people know where they are positioned.
- Team to bring a faith-filled atmosphere to the 6.15pm Volunteer Prayer Meeting.
- Direct team to go to their positions on the footpath straight after VPM.
- Ensure team are greeting genuinely and welcoming people from all directions (Both sides of footpath, taxis, cars, buses and pedestrians.)
- Ensure suspicious or dangerous persons are identified to security and or venue control immediately. Keep your team members and congregation safe!
- Organizing umbrellas in rainy days (Walk people to/from their cars, walk people to/from buses, etc.).
- Engage in conversations with people on the footpath while they are waiting for the bus.
- Say bye and thank those leaving church and getting on buses, taxis, cars, etc.
- Liaise with Bus Host Team to help connecting with New People.
- Invite those not yet connected to sit with Row Connector's Team.

In-Service Commitments

- Get in touch with NPN Oversight at 6:55pm to find out whether further assistance is needed in a different area.
- Every team member to join the service at 7:00pm.
- Contribute to friendly, faith-filled and expectant atmosphere.

Post-Service Commitments

- Continue connection with people met before or during the service.
- Ensure suspicious or dangerous persons are identified to security and or venue control immediately. Keep your team members and congregation safe!
- Have umbrellas in rainy days (Walk people to/from their cars, walk people to/from buses, etc.).
- Engage in conversations with people on the footpath while they are waiting for their transport.
- Say bye and thank those leaving church and getting on buses, taxis, cars, etc.
- Liaise with Bus Host Team to announce when the last bus is leaving (Normally at 9:20pm).
- Fill out Footpath Welcome Team Reports including:
 - Volunteer Attendance on MyHillsong
 - Footpath Welcome Service Report (i.e. Highlights, Opportunities and Stories to NPN oversight)



Mid-Week Commitments

- Follow Up of New People and/or New Christians.
- Pastoring of team.
- Ensure team positions filled each week & Rosters positioning charts: including having contact details of all team members and supplying team members with a point of contact to notify in advance of team absenteeism.
- Development of Plans and Strategies.
- Recruiting, allocating & training new team members.
- Raising up new leaders (e.g. ensure you raise a 2IC).

Key Performance Indicators - KPI's

- VPM Team Attendance vs. Ideal team size (Goal = _____)
- # of connections from team passed on to Concierge/Row Connectors vs. (Goal = _____)
- # of people joining Connect Groups and/or Volunteering vs. (Goal = _____)
- % of successful contacts of NP/NC on Follow Ups vs. (Goal = _____)

Desired Outcomes

- To purposefully engage in conversations that will facilitate the following:
 - New People making a public confession of their faith (Decisions & Baptisms).
 - New People growing in their faith (Alpha Course).
 - New People joining a community of believers (Connect Group).
 - New People growing in maturity by serving others (Volunteering).
- Ultimately, we want to produce Christ-like disciples that will exemplify what it is to be a follower of Jesus Christ.

Our Mission

To reach and influence the world by building a large Christ-centered, Bible-based church, changing mindsets and empowering people to lead and impact in every sphere of life.