



Next Steps Leader – Position Description:

Next Steps Leaders lead and develop a Next Steps team to create a 'Welcome Home' experience for every person and to help people to take their next steps in connection with God and Church. This Position Description outlines their position, area of responsibility, key result areas and main tasks.

POSITION DESCRIPTION: Next Steps Leader

"I see a church that is big enough to dream on a global scale, yet personal enough for every ONE to find their place. I see a church that beckons 'WELCOME HOME' to every man, woman and child that walks through the doors."

Excerpt from 'The Church I Now See' - Brian Houston



Position Title	Next Steps Leader
Team Members	Next Steps Team Members
Team Leader	Follow Ups Oversight
Purpose of Position	To outwork 'The Church I Now See' by leading & developing a Next Steps team to: <ul style="list-style-type: none"> - Create a 'Welcome Home' experience for every person - Connect with new people & help them to take their next steps in their connection with God & Church
Area of Responsibility	At Next Steps (NS) we connect with people & help them to take their personal next steps in Church & in their relationship with God, e.g. baptism, Connect Groups, volunteering, Alpha class, Evening College/Next Steps Night classes (Wed night).
KEY RESULT AREA	DESCRIPTION (MAIN TASKS)
Before Service	<ul style="list-style-type: none"> - Run a 5-minute team meeting prior to Volunteer Prayer Meeting (VPM – led by Service Pastor) informing team members of activities/events coming up in the life of Church, specific team goals & focuses for that service (e.g. if there is a focus for that service when interacting with people, e.g. baptisms next week) & any specific instruction regarding positions within the NS area for after the service - After team meeting & pre-VPM, building relationship with other team leaders & volunteers is essential to later help new people directly connect to different volunteer teams & communities - Attend & bring a faith-filled atmosphere to VPM with team members - Connect with & welcome new people & existing Church attendees in the foyer
In Service	<ul style="list-style-type: none"> - Contribute to a friendly, faith-filled & expectant atmosphere
After Service (in garage foyer as people are connecting/mingling etc)	<ul style="list-style-type: none"> - Check before the service starts that the NS area in foyer has all resources in place, & if not, retrieve extra resources from infodesk or storage cupboard (e.g. pens, welcome to Church cards, cards with information on Evening College, Sumercamps, etc) - Arrive in the NS area at least 5mins before the end of the service to ensure the area is presentable & NS connecting tools/resources (cards & computers) are available & ready - Lead a friendly, faith-filled & expectant atmosphere that welcomes people home & ensure that all NS team carry this & that the NS area & team look approachable - Lead team in their roles within the NS area - Be present at NS area to connect with people, assist them with their NS questions, be able to introduce them to relevant NS team, volunteers, other team leaders, CG leaders, oversights, service pastors, or people within Church community

	<ul style="list-style-type: none"> - Via computers at NS desk help people to create/find their myhillsong account, update their details, & assist them with their next steps enquiries, e.g. finding a CG, joining a volunteer team, registering for a class/baptism, etc) - Be aware of specific events running that weekend (e.g. Making Hillsong Home/Welcome to Church/Baptism afterparties) & of needs of other key teams who may be low on volunteers that weekend (e.g. New Christians Bible Pickup team) & if possible, be able to release a team member/s to support that event IF NS area is well supported by yourself & other team members
<p>Post Service Reporting (once the garage foyer is quietening down)</p>	<ul style="list-style-type: none"> - Collect from all NS team members all connections made (e.g. how many CG enquiries, how many CG leader enquiries, how many Vol enquiries, how many other types of enquiries (how many per type specifically)) & what were the good stories from the night - Record these connections & stories via google questionnaire on phone into the google document 'NS Engagement Report' - Give any cards filled out to the Data Entry Team Leader, so that the new people & their requests can be entered/updated on myhillsong, & allocated out for follow-up the following Monday morning - Send SMS to Volunteers Oversight detailing the numbers of CG enquiries & CG leader enquiries, so that they are able to enter that data into the weekly 'Service Report' - Send SMS report to Follow Ups Oversight (or other relevant team leader) with story highlights, summary of how the night went, numbers of connections made, & link to google doc to see details) - Complete team attendance report via myhillsong for that weekend to show which team members attended that week & if any new people joined the team that week
<p>Midweek</p>	<ul style="list-style-type: none"> - Build a friendly, fun & faith-filled atmosphere within the NS team through whatsapp group (e.g. sharing devotionals/written/image encouragements, informing of upcoming events, sharing an encouragement & prayer on the day or day before before service) & face-to-face meetings (e.g. coffees, socials) - Inform NS team of upcoming activities/events in Church life & specific upcoming team goals/focuses, share good stories & celebrate wins as a team – within whatsapp group or in-person meetings - Encourage, recruit, train (as needed), coach (where applicable) & support existing team members - Be aware of upcoming College breaks or seasonal holiday periods where team members may be away (e.g. mid-semester breaks, summer breaks, long weekends, Christmas time) & make arrangements to ensure that the team/NS area is well supported during those times - Communicate with team members & determine whether they will be serving the following weekend or not - Review outcomes from previous service & consider the teams' progress bigger picture using NS Engagement Report, look at areas of opportunity & what new initiatives could be developed to improve these areas & make the NS area more effective - Raise up a 2IC to be able to lead the team if you are not there