



Volunteer Service Pastor – Position Description:

Volunteer Service Pastors lead and develop a key team to grow a healthy weekend service. This position description outlines the model by which they outwork this purpose, within three hours per week with a key team.

POSITION DESCRIPTION: Volunteer Service Pastor

"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



Purpose of Position	<p>To outwork 'The Church I Now See' by leading & developing a key team to grow a healthy service.</p> <p>LEADING: An ability to build a unified team that stays focused on the big picture</p> <p>DEVELOPING: A responsibility to ensure the individuals in the key team are cared for & moving forward as leaders & followers of Christ</p> <p>GROW: As a Church of thousands in a city of millions, a desire to reach & help more people encounter the Love of Jesus</p> <p>HEALTHY: A discipleship of people towards maturity in Christ; a service is not a crowd it is a Church community & a family</p>
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SERVICE PASTOR MODEL: Investing three hours per week with a key team

45 minutes	<p>Meet with Campus Pastor This Service Pastors Meeting (SPM) is chaired by your leader who asks the question 'How can I help you?' You are empowered to come prepared.</p>
30 minutes	<p>Meet with Key Team This is an operations meeting for the service. The focus is the agenda for the week ahead. Teams are held accountable for outcomes & unified around big picture objectives. These meetings usually begin with sharing good reports & then asking the question 'How can I help you?'</p> <p>'How can I help you' is a philosophy of leading teams that empowers team members to drive the agenda & answers needed, in order to move forward effectively. As the leader, you also contribute to the agenda formed.</p>
1 hour	<p>One on One This is time investing into your key team & being invested into. The focus of this is directed by the needs of the individual on your key team. It is a time of connection, care & development along the lines of what is valuable for that individual. From time to time this can be about their role, but looking at this time from a big picture perspective it is about their health as a person & as a disciple. They should walk away feeling loved & believed in.</p>
30 minutes	<p>Actioning This time is for actioning your next steps. It centres on communicating out to your key team, as well as accountability around midweek activity & follow-ups. It is helpful for this time to be sometime after SPM.</p>
15 minutes	<p>Review This is the time to look at the key health indicators of the service to help inform 'roadblocks' & strategy moving forward.</p>

SERVICE TEAM AREAS	
<p>New People Network</p>	<p>AREA DESCRIPTION New People Network (NPN) beckons 'welcome home' to everyone who is a new person in our Church & connects with & looks after our new people & new Christians. NPN teams include Bus Hosts, Footpath Welcome, Doors Welcome, Concierge, Welcome Lounge (including coffee, servers & hosts), Alpha & New Christians (including in-auditorium bibles after altar calls & bible pickup stands for the foyers). Teams operating on an occasional basis for service-based events include: Water Baptisms Afterparty, Making Hillsong Home & Welcome to Church Party.</p> <p>LEADERSHIP & STRUCTURE The NPN Oversight leads & develops the NPN area, directly leading & developing the team leaders of the:</p> <ul style="list-style-type: none"> - Welcome Team (including team leaders for Bus Hosts, Footpath Welcome, Doors Welcome, Concierge & Welcome Lounge) - New People Team (including team leaders for New People, New People Follow-Ups, Making Hillsong Home) - New Christians Team (including team leaders for New Christians In-Auditorium Bibles, New Christians Bible Pickup Stands, Alpha, New Christians Follow-Ups, Water Baptisms) <p>All oversights & team leaders lead & develop a 2IC within their team, grow healthy, fun & faith-filled teams & develop leadership pathways within their teams.</p> <p>KPIs:</p> <ul style="list-style-type: none"> - A match (or excess) in # of bibles given out in auditorium & at bible pickup stand in relation to # of decisions made in service by hands raised at altar - Increase # & proportion of NPN individuals taking next steps from NPN to CG/MA &/or registering for Alpha, Baptisms & other courses/involvement - Increase service attendance 7% on equivalent weekend on previous year - Increase VPM attendance of NPN teams - Increase NPN team size & attendance as required - Increase NPN team becoming L from MA - Support Follow Ups to achieve their KPIs as relating to NPN
<p>Age Groups & Communities</p>	<p>AREA DESCRIPTION Age Groups & Communities help people to find a place of belonging & a place of connection within community in Church life. Teams organise afterparties for after the service, build & support connect groups & connect group leaders, & volunteer in teams across the service providing points of contact for their communities. Age Groups include Powerhouse (18-25s), Frontline (25-35s), & Fusion/Adults (35s+). Other Communities include any sizable community where English is a second language & a primary language is preferred, e.g. Brazilian community with Portuguese-speakers, Korean community with Korean-speakers etc. These cultural/linguistic community teams are obviously individual to each service depending on the demographic & therefore community needs of that specific service, whereas the main three age groups teams are present across all services.</p> <p>LEADERSHIP & STRUCTURE The Age-Groups & Communities Oversight leads & develops the Age-Groups & Communities area, directly leading & developing the team leaders of the:</p>

	<ul style="list-style-type: none"> - Powerhouse Team (18-25s) - Frontline Team (25-35s) - Adults/Fusion Team (35-45s) - Any relevant teams for (according to demographic of the service) cultural/linguistic communities, e.g. Portuguese-speaking/Brazilian, Mandarin-speaking <p>Included within each of these teams are team leaders for the following teams:</p> <ul style="list-style-type: none"> - Interpretations/Translations - Foyer Connections - Row Connectors (for in-auditorium) - Afterparties - Connect Groups - Follow-Ups - where applicable, also Age-Groups teams within cultural/linguistic communities <p>All oversights & team leaders lead & develop a 2IC within their team, grow healthy, fun & faith-filled teams & develop leadership pathways within their teams.</p> <p>KPIs:</p> <ul style="list-style-type: none"> - Increase service attendance 7% on equivalent weekend on previous year - Increase # of Age Groups & Communities members taking next steps from SA to CGA/MA/L &/or registering for Alpha, Baptisms & other courses/involvement - Increase VPM attendance of Age Groups & Communities teams - Increase Age Groups & Communities teams sizes & attendance as required - Increase Age Groups & Communities team members becoming L from MA - Support Follow Ups to achieve their KPIs as relating to Age Groups & Communities
<p>Follow Ups</p>	<p>AREA DESCRIPTION</p> <p>Follow Ups helps every individual who has been in Church for less than 12 weeks or an existing Church attendee who has recently decided to take a next step, to take their next step, including: baptisms, joining a connect group or volunteer team, & taking the Alpha course. This takes place over 12 weeks through midweek personal connections over phone calls, SMSs, emails & face-to-face meetings. Follow-ups contacts include new Christians, people new to our Church, people enquiring about joining a connect group & people enquiring about joining a volunteer team.</p> <p>LEADERSHIP & STRUCTURE</p> <p>The Follow-Ups Oversight leads & develops the Follow-Ups area, directly leading & developing the team leaders of the:</p> <ul style="list-style-type: none"> - New Christians Follow-Ups Team - New People Follow-Ups Team - Connect Groups Follow-Ups Team (people enquiring about joining a connect group) - Volunteers Follow-Ups Team (people enquiring about joining a volunteer team) <p>Within these teams, the Follow-Ups oversight & team leaders develop teams that are representative of the service demographic, e.g. all age-groups are broadly represented, there is a relevant gender mix & there are team members within all teams from relevant cultural/linguistic communities. All oversights & team leaders lead & develop a 2IC within their team, grow</p>

	<p>healthy, fun & faith-filled teams & develop leadership pathways within their teams.</p> <p>KPIs:</p> <ul style="list-style-type: none"> - 60% confirmed connection across all follow-ups due that week, every week - 75% confirmed connection across all NPN (New People & New Christians) follow-ups due that week, every week - Increase # & proportion of service that is CGA/MA &/or registering for Alpha, Baptisms & other courses/involvement, from NPN or SA - Maximum of 10 follow up contacts allocated to any one team member at a time - Increase VPM attendance of FU teams - Increase FU team sizes & attendance as required
<p>Volunteers / Ministry Active</p>	<p>AREA DESCRIPTION Volunteers / Ministry Active area looks after the volunteers within the service through arranging the weekly pre-service Volunteer Prayer Meeting hosted by the SP, by personally connecting with team leaders to ensure that they are equipped, supported & encouraged, & by ensuring that weekly reports are completed, including team attendances by each team leader, & the service report which tracks key KPIs on a weekly basis for each service.</p> <p>LEADERSHIP & STRUCTURE The Volunteers / Ministry Active Oversight leads, develops & pastorally supports the volunteers of the service. The oversight leads & develops a 2IC & teams as necessary, growing healthy, fun & faith-filled teams & develops leadership pathways within their teams.</p> <p>KPIs:</p> <ul style="list-style-type: none"> - Ratio of 7:1 (Church Attendees:Volunteers) at service every weekend - Increase VPM attendance on equivalent weekend on previous year & on previous weeks from across service teams - Increase proportion of CGA/SA becoming MA - Increase proportion of MA to also become CGA - Increase proportion of MA becoming L & registering for Alpha, Baptisms & other courses/involvement - Support Follow Ups to achieve their KPIs as relating to people enquiring to join volunteer teams
<p>Connect Groups / Connect Group Active</p>	<p>AREA DESCRIPTION Connect Groups / Connect Group Active looks after connect group leaders, people who would like to join or leave a connect group & people within connect groups. This takes place by personally connecting with connect group leaders within the service to ensure that they are equipped, supported & encouraged, by helping people to find & settle into a connect group & by checking in with anyone who has left a connect group to see if they would like to join an alternative connect group.</p> <p>LEADERSHIP & STRUCTURE The Connect Groups / Connect Group Active Oversight grows & supports the connect group active members of the service, including anyone joining or leaving CGs. The oversight leads & develops a 2IC, & teams as necessary, growing healthy, fun & faith-filled teams, & develops leadership pathways within their teams.</p> <p>KPIs:</p>

	<ul style="list-style-type: none"> - Increase service attendance 7% on equivalent weekend on previous year - 11% of service to be CG Leaders every weekend (determined by looking at total CG leaders for the service in proportion to attendance that weekend) - Increase number of Connect Groups whose leaders are based in the service - Increase proportion of CGA within the service, decreasing proportion of SA within the service as a result - Increase proportion of CGA becoming MA/ L &/or registering for Alpha, Baptisms & other courses/involvements - Support Follow Ups to achieve their KPIs as relating to people enquiring to join CGs
<p>Service Active</p>	<p>AREA DESCRIPTION Service Active looks after people who attend the Church on a regular basis (e.g. approximately once a month or more) but who are not yet in a connect group or a volunteer team. This takes place through row connections teams & callouts.</p> <p>LEADERSHIP & STRUCTURE The Service Active Oversight leads & develops the Service Active area, directly leading & developing the team leaders of the:</p> <ul style="list-style-type: none"> - Row Connectors in Section A of auditorium - Row Connectors in Section B of auditorium - Row Connectors in Section C of auditorium - Service Active Communication & Callouts <p>All oversights & team leaders lead & develop a 2IC within their team, grow healthy, fun & faith-filled teams & develop leadership pathways within their teams.</p> <p>KPIs:</p> <ul style="list-style-type: none"> - Increase service attendance 7% on equivalent weekend on previous year - Increase proportion of service taking next steps from SA to CGA/MA/L or registering for Alpha, Baptisms & other courses/involvement, decreasing proportion of SA within the service as a result - Increase # of individuals getting connected into relevant age-groups & communities