

# **LIFEPOINT CHURCH**

## **SUPPORT SERVICES DREAM TEAM HANDBOOK**

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## **WELCOME**

Welcome to Support Services! Through our department, we greet, meet, and engage with guests and Dream Team to help them feel welcomed, seen and valued. Our role is to ensure our environment is excellent, welcoming, and hospitable. We encourage conversation with other people to see where they are currently on our spiritual pathway and how we can best assist them. We do this through several ways, which you will learn as you acclimate to the role.

## ONBOARDING PROCESS

### Dream Team

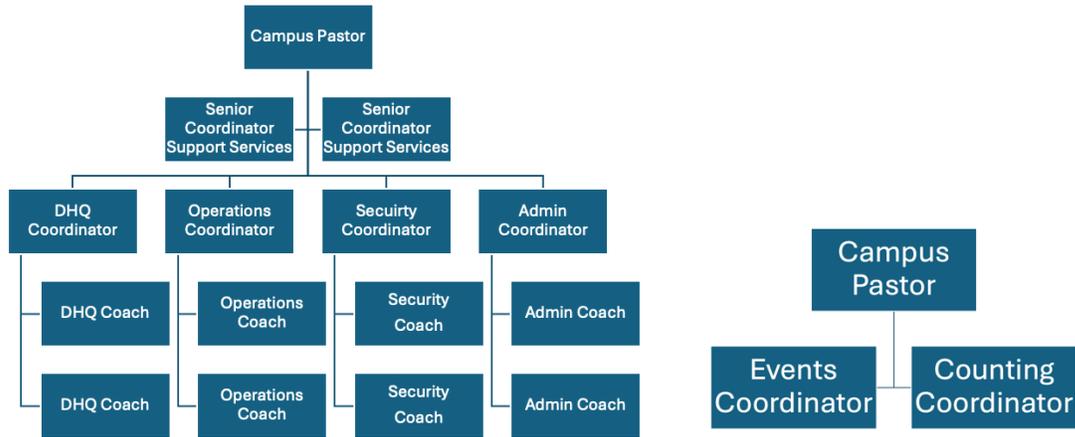
1. Attend Join the Team.
2. Express interest in one of the teams we oversee. (Dream Team Headquarters, Operations (Facilities, Setup/Take down, Truck/Trailer), Security, Administration, Counting, Events)
3. Complete background check where applicable (Admin, Counting, Sales).
4. Upon cleared background check, complete orientation and first shadow experience on campus.
  - In this shadow experience I am watching what the person leading me is doing. I ask questions, observe, and take notes.
  - I will be provided with a Best Practices guide relative to my role. My leader will walk through this guide with me. I am responsible for knowing and internalizing the expectations outlined in the Best Practices guide.
  - The Best Practices guide, and Culture guide are starting point resources for me to use.
5. Complete second shadow experience on campus.
  - During this shadow experience, I will walk step-in-step with my leader who is training me. I will be asked to demonstrate what I have learned thus far. This is a learning process. I am always evolving, always learning. I receive feedback and coaching openly and implement change quickly when needed.
6. Complete second shadow experience on campus.
  - During this shadow experience, I am demonstrating the role to my leader and allowing them to give feedback throughout the shadow.
  - I understand that some teams/roles may require more than three shadow experiences.
7. Once training is complete, I receive notifications allowing me to share my serving availability. I respond promptly so that my team can plan accordingly.

As I serve this house:

- I am open to feedback and coaching. I have eyes to see where areas can be improved. I give helpful suggestions and feedback.
- I respond to communication from my team and leader(s).
- I meet routinely with my leader(s) and team.
- I continually develop my skills and strive to exceed expectations. I am looking for opportunities to try new things, to stretch and grow.
  - I am to continuously develop my closeness with God through quiet time, prayer and fasting.
  - I am developing my gifts and talents through practice, research, reading, and opportunities.
- I keep a pulse on the alignment of my gifts with my role. If I need to make a change, because God is stirring my heart, or the Holy Spirit is guiding me to take next steps, I communicate this to my leaders.

## ORGANIZATIONAL STRUCTURE

The chart below outlines the Dream Teams within Support Services areas. The Campus Pastor will develop one to one relationship with those in leadership of these teams. In a structure filled to maximum capacity you may have up to:



- 2-4 Senior Coordinators over Support Services Teams
- 1-2 Coordinators over each team for an A and B rotation: DHQ, Facilities, Security, Admin
- 1-2 Coaches over each team for an A and B rotation: DHQ, Prayer, Facilities, Security, Admin
- Events and Counting Coordinators roll up to the Campus Pastor and are supported by Global staff member/department as well

## **OUR CULTURAL VALUES**

These values define our church culture at large, embraced by both our staff and Dream Team.

### **LOVE GOD**

**Principle: INTIMACY IS PRIORITY**

**Description:**

- Our relationship with God is the most important thing about us.
- We abide in the Spirit to bear supernatural fruit.
- We commit to prioritizing and cultivating spiritual disciplines.

**Principle: CHARACTER OVER TALENT**

**Description:**

- Who we are is more important than what we can do.
- Our integrity is produced through our intimacy with Jesus.
- We give our all with pure motives.

**Principle: CONFIDENT IN CALLING**

**Description:**

- We are called by God to sacrificially love others.
- Our assignment will change but our calling remains secure.
- Our confidence comes from God's love; we have nothing to prove.

### **LOVE PEOPLE**

**Principle: CHOOSE HONOR**

**Description:**

- We perceive everyone as treasured by God.
- We honor ourselves, our peers, our leaders, and those we serve.
- We look to give honor away rather than receive it.

**Principle: LIVE GENEROUSLY**

**Description:**

- Freely we have been given, and so freely we give.
- We live open-handed with our resources: time, energy, talent, and finances.

- We live open-hearted with our love: people are the point.

**Principle: DEVELOP LEADERS**

**Description:**

- We are developers, not doers: we bring people along.
- We look for potential, create opportunities, and empower purposes.
- We measure success by the value we add to others, not the value we get.

**BE LIFE-GIVING**

**Principle: MY SPIRIT, MY CHOICE**

**Description:**

- Choices lead, feelings follow: we choose joy.
- We are the thermostat, not the thermometer.
- We do hard work with light hearts.

**Principle: CELEBRATE INTENTIONALLY**

**Description:**

- We praise each other's efforts and success.
- We party on purpose (and as often as possible).
- We express gratitude freely.

**Principle: BE RESILIENT**

**Description:**

- We recognize that spiritual warfare requires endurance.
- We take things to heart, but not personally.
- We expect challenges, embrace change, and remain flexible.

**PURSUE EXCELLENCE**

**Principle: STAY SHARP**

**Description:**

- We develop our anointing through spiritual disciplines.
- We are committed to and hungry for growth.
- We take personal ownership of our development.

**Principle: WE ARE OWNERS, NOT RENTERS**

### **Description:**

- We edify the Church and are committed to its advancement.
- We are sons/daughters: we have trust and permission.
- This is our house, our legacy: we care for every part.

### **Principle: ONE TEAM, ONE FIGHT**

### **Description:**

- We choose collective purposes over personal preference.
- We pursue accountability and feedback in order to grow.
- We are interdependent: collaboration is key.

## **OUR LEADERSHIP COMPETENCIES**

### Cast Vision

- Communicate the mission
- Connect people to it
- Inspire them to join

### Communicate Clearly, Often, and Honestly

- Create clear expectations
- Provide consistent feedback
- Tell the whole truth (give your last 5%)

### Create Opportunity

- Bring others with you
- Look for potential
- Empower people

### Cultivate an Environment of “We”

- Be loyal to the team
- Embrace collaboration
- Love sacrificially

### Convey an Attitude of Hunger

- Always be evolving
- Pursue innovation
- Ask insatiable questions

## EXPECTATIONS

### Dream Team Member

A person who has discovered their purpose and is making a difference on the Dream Team. The expectations below are expected of Dream Team members as well as leaders at every level.

- Serves in a rhythm of “serve one, attend one.” Based on the service times at your campus, this could mean serving weekly or bi-weekly. Your leader will help to determine the best serving rotation for your unique role and availability.
- Regularly communicates with his or her Team Leader regarding prayer requests, personal development, and serving availability.

### Meetings & Rhythms

- You will have a one-on-one meeting with your leader at your availability. This meeting is approximately one hour in length, no less than once per month. This time allows you to communicate with your leader and develop personally and in your role.
- Your leader will reach out to check on you by phone, text or email. Please communicate back to your leader promptly.
- You will also have a one-on-one check-in meeting with your leader at an interval you establish with your leader. This time allows you to communicate with your leader and develop personally and in your role. Please think about where you desire to grow, come to the meeting with questions, and share what you are doing with the feedback you have received. You will be given various opportunities throughout the year for ongoing training.
- Remember that we all have a sphere of influence and play a part in helping others take their next step. So, while we are serving and fulfilling a role, we should always bring someone along with us to join the team. If each person constantly has eyes to see people join them on the Dream Team, we will be in a consistent motion of recruiting new people.

### Communication

- On Sundays present yourself well in dress and manner. Be hospitable, available, and exuding a presence of grace, willingness, and a life-giving spirit.
- You are eager to connect with people, have your eyes open, and alert for opportunities to bring joy to others. Carry a sweet disposition and lead by example.
- Greeting every Dream Teamer is important, whether they serve on a team you oversee or not, to ensure they feel known and needed.
- Communicate clearly, often, and honestly. Understand that you are a conduit of information. Anything you receive, when appropriate, you should pass on.
- All internal and external communication should receive a return reply from you as soon as possible, and within 24 hours where possible.

**Dream Team Leader** – The leader of one service time for a specific team. In addition to the expectations of all Dream Teamers above, the following is expected of this level of leadership.

- Serves directly with his or her team each week by leading the execution of the environment, communicating changes throughout service, and overseeing set-up and/or tear-down.
- Take attendance for those serving on the team each week.
- Manages the serving schedule for their assigned service, with the assistance of the Team Coach as needed.
- Prays over and checks in on his or her team members throughout the week.
- Identifies Dream Team members who have potential to lead as a Team Leader in the future and develop them as needed. The goal in development is to have a “3-deep” structure.
- Recruits for the team and takes part in the training process of new team members.
- Communicates with his or her leader regarding the health and operations of the team within their scope of care.

#### Meetings & Rhythms for all leadership levels

- You will have one-on-one meetings with each person you lead.
- Your leader will ensure you are meeting with an appropriate number of people to develop and care for them adequately. Typically, this is 4-6 people.
- These meetings are to take place no less than once per month.
- You should be reaching out to each person you lead at least once per week, no less than once every other week.
- Praying for each person you lead weekly is a must.
- You will be invited to team meetings and training. All gatherings are strongly encouraged.

**Dream Team Coach** – The leader of a specific team, overseeing Team Leaders and all service times for that team. In addition to the expectations of all Dream Teamers above, the following is expected of this level of leadership.

- Responsible for the spiritual care and leadership of Team Leaders and the entire team.
- Onboards new team members coming from Join the Team, including assigning them to a serving rotation and Team Leader.
- Oversees and manages the CCB process queue and group.
- Leads regular training for team and Team Leaders as needed.
- Identifies Team Leaders or members who have potential to lead as a Coach in the future and develops them as needed. The goal in development is to have a “3-deep” structure.
- Communicates with his or her leader regarding the health and operations of the team within their scope of care.
- See “Meetings & Rhythms for all leadership levels” above.

**Dream Team Coordinator** – The leader of multiple teams within a given ministry. In addition to the expectations of all Dream Teamers above, the following is expected of this level of leadership.

- Responsible for the spiritual care and leadership of their Coaches and teams.
- Consistent evaluation of team operations.
- Develops relationships with other coordinators from their department and campus in order to effectively assist in leading the campus operations.
- Communicates to his or her leader regarding the health and operations of the teams within their scope of care.
- See “Meetings & Rhythms for all leadership levels” above.

**Dream Team Senior Coordinator** – The leader of an entire department on a campus. In addition to the expectations of all Dream Teamers above, the following is expected of this level of leadership.

- Responsible for the spiritual care and leadership of their department and departmental leaders.
- Implements new departmental systems and initiatives based on high-level evaluation, campus feedback, and new ideas.
- Collaborates with departmental leaders across his or her campus as well as the organization at large.
- Regular communication with his or her Campus Pastor and Director.
- See “Meetings & Rhythms for all leadership levels” above.

## **TEAM SPECIFIC EXPECTATIONS (BEST PRACTICES GUIDE)**

### **DHQ TEAM**

We go above and beyond our Dream Teamer’s expectations so that they are made to feel valued, honored, welcomed, and at ease. Every person who enters our doors, including yourself is a gift from God, a child of our Father. As such, each person should be treated as uncommon.

### **PREPARATION**

- Ensure that your environment is properly set up 1.5 hours before the start of your campus’ first service (see the applicable environment guides).
- Before you move the first crumb of bread, pray together as a team to prepare your hearts and minds for the day.
- Attend rally before the start of service.

## **IN ACTION**

- Bring enthusiasm! Visually express your excitement for our Dream Teamer's arrival as soon as they are in sight of you (if you can see them, they can see you) by smiling, waving, and making eye contact.
- Verbally greet Dream Team who enter DHQ with a warm welcome as soon as they are within a few feet of you. Mix it up – people can hear if you are repeating the same “Hi! Welcome!” phrase to each person who walks by you.
  - Take advantage of every opportunity to engage further and initiate a relational connection by introducing yourself and asking questions.

Sample conversation starters:

How long have you been attending? Tell me your Lifepoint story

Tell me a little about you and your family. What are you reading?

Do you live or work near here? What are your Sunday plans?

How did you hear about Lifepoint? Tell me something you're excited about?

- If you are able, help them make a connection with another Lifepointer - maybe someone with a similar career or stage of life.
- Exceed expectations when it comes to hospitality.
- Between services, check your DHQ area, check and replenish the hospitality environments, check bathrooms (utilize the bathroom inspection checklist) and spot check the foyer areas for trash or spills. Sweep or vacuum as necessary. Restock supplies as needed.

## **POST SERVICE**

- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.
- After the last service of the day, ensure that your environments are properly torn down and gear/resources are stored away

## **FACILITIES TEAM**

We create and maintain engaging and distraction-free worship experiences for every guest. We are energy stewards. We directly impact the energy of every room we set up and care for. Excellence is high on our priority list. Guest and Dream Team experience motivate us.

## **TRAILERS**

- We value the team who ensure trailers are in place for Load In each Sunday.
- If you are a part of moving trailers, the Campus Pastor along with our facilities Manager will ensure your truck is adequate to haul the trailer and ensure you are added to our insurance.
- Additionally, they will ensure you know where trailers are stored during the week.

## **PREPARATION/LOAD IN**

- Before opening the first lock, pray together for the load in process, for the team, and for the Sunday ahead.
- Safety first. Always ensure you have shown proper techniques for moving PCI carts, drape racks, etc.
  - Anyone who is new to the team should watch, then be monitored for up to 3 shadows.
- Work through unloading trailers and loading in gear as per the Campus's guide.
  - Typically Worship/Production gear is loaded first, then Kidspoint or auditorium pipe and drape, etc.
- Environments should be completely set 1.5 hours before the start of your campus' first service (see the applicable environment guides).
- Attend your team rally before the start of service.

## **IN ACTION**

- Bring enthusiasm! Visually express your excitement for the day.
- You set the tone!
  - Our Dream Teamers who come in to final set your pre-work will feed off your energy.
  - Have fun and be safe!
- Make a final sweep of all environments to ensure carts and storage bins are put away out of sight.
- Ensure trailers are moved as needed and secured during services.

## **POST SERVICE**

- You will follow the Campus's guide to reloading the trailers
  - Work with the leaders of each area to determine best practices for their areas to be broken down and the pre-work necessary to setup the take-down team for success.
  - You can collaborate on this! Don't be afraid to share ideas to increase safety and efficiency.

- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.

## **SECURITY TEAM**

We create and maintain engaging and distraction-free worship experiences for every guest. We are energy stewards. We are motivated to provide prayer, care, and protection to all who enter our doors.

The Security Dream Team Handbook and the Lifepoint Security Standard Operation Procedures (SOPs) are the best resources for the Security Dream Team. This is provided as part of your onboarding. If you do not have a copy, please see your Campus Pastor or the Facilities Manager.

## **PRAYER / CARE TEAM**

We maintain engaging and distraction-free worship experiences for every guest by having our eyes open and alert for guests who need prayer or care assistance. We are energy stewards. We are motivated to provide prayer and care to every person we encounter.

The Prayer Dream Team Handbook is the best resource for Prayer / Care Dream Team. This is provided as part of your onboarding. If you do not have a copy, please see your Campus Pastor or the Director of Small Groups.

## **ADMIN / COUNTING TEAM**

We ensure that all Dream Team are accounted for on the campus as part of important safety protocol. We ensure that check-in environments are clean and presentable. We assist with the input of data for all our campus needs. We are an asset to each team ensuring that what happens in the physical environment is accounted for in our database.

The Admin Team Responsibilities and Expectations guide is the best resource for the Admin Dream Team. This is provided as part of your onboarding. If you do not have a copy, please see your Campus Pastor or the Database Administrator.

The Counting Dream Team Handbook is the best resource for Counting Dream Team. This is provided as part of your onboarding. If you do not have a copy, please see your Campus Pastor or the Finance Team.

## **EVENTS / SALES TEAM**

We ensure that Sunday and event environments are set to Lifepoint brand standards. We follow guidelines to ensure that minimalism and excellence are embraced.

### **PREPARATION**

- You will work with your Campus Staff team for the vision for each environment.
- Environments, events, and sales will all have a guide to show images or layouts to be replicated.
- Budget is provided for each event and environment. You will work together with the Campus Staff team on this budget to ensure that your areas are executed appropriately with conscientious stewardship.
- Recruit team to help you ensure you have a plan for setup and adequate help.
- For the sale of any product (book, merch, etc.) the person assisting with funds must be background checked and trained. Please work with the Campus Pastor and Finance Team on this.
- The Sales Dream Team Handbook is the best resource for the Sales Dream Team. This is provided as part of your onboarding. If you do not have a copy, please see your Campus Pastor or the Finance team.

### **IN ACTION**

- All environments will need to be set no less than 1 hour prior to service.
  - If pre-sales or Dream Team sales are permitted, you will need to be setup in advance to ensure Dream Team and you can get to rally.
- Bring enthusiasm! Visually express your excitement for our guest's arrival as soon as they are in sight of you (if you can see them, they can see you) by smiling, waving, and making eye contact.
- Verbally greet guests with a warm welcome as soon as they are within a few feet of you.
- Between services, spot check the area around the events/environment areas. Sweep or vacuum as necessary. Restock supplies as needed.

### **POST SERVICE**

- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.
- After the last service of the day, ensure that your environments are properly torn down and gear/resources are stored away.

## **RESOURCES, POLICIES, AND PROCEDURES**

Below is a list of the programs we use and their purpose:

Outlook – our external communication platform. Email is available as a communication tool.

Slack – our internal communication platform. You may be provided with a slack invite as part of internal campus communication.

CCB Scheduler – scheduler is a component of our software system – Community Church Builder(CCB). You will need to respond to emails you receive that prompt you about your serving availability. You will mark your availability on scheduler through CCB. `

## **SAFETY POLICIES & PROCEDURES**

### **Working with Dream Team Members/Students Under 18 Years of Age**

The following is standard information that pertains to all Dream Teams at Lifepoint Church. Lifepoint Church has a policy of mandatory reporting. If a Dream Team member has reason to suspect that a child is abused or neglected, the matter must immediately be reported to a staff member by phone or in person. The *Guide for Suspected Child Abuse* has more information regarding this policy.

While working with young people, at times you may become aware or suspect that a student is harming/has desire to harm himself/herself or others. In these situations, speak with a staff member immediately so that assistance can be provided before the student leaves. Avoid promising a student that what they share with you is confidential or secret because at times you may need to share the information with someone who can help them. It is very important to report any suspicions (potential or proven) and allow staff to evaluate the situation.

All Dream Team members must ensure that communication and interactions (in person, via calls/texts, social media interaction, etc.) with students are not hidden/out of view from others, especially during one-on-one conversations. Physical contact should always be publicly appropriate and contextually suitable (example, high fives, side hugs), and never in a manner that could be interpreted as inappropriate or intimate. Parents must always approve of any mentoring or discipling relationships with students.

## **THANK YOU**

This guide is meant to assist in your acclimation to the Dream Team. You will receive hands on training, touch points, and concerted effort to walk you through each item outlined in this module. Your Leader and Campus Pastor are the best resources for you to utilize for vision and direction. You have a support system who is with you each step of the way.