

# **LIFEPOINT CHURCH**

## **NEXT STEPS DREAM TEAM HANDBOOK**

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## **WELCOME**

Welcome to Next Steps! Through our department, we greet, meet, and engage with guests to help them navigate the next step in their spiritual pathway. Each of us has a next step, and we are all continually taking next steps. Our role is to encourage conversation with other people to see where they are on the spiritual pathway and how we can assist them in taking the next step that is best for 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
  - Sr. Coordinator or Coordinator reaches out by preferred method of contact, sharing what to expect on the team, what serving looks like, and when to begin shadowing. This touchpoint is to take place within 72 hours of Join the Team completion.
  - I understand there will be an interview process for the teams of Baptism, Join the Team, and the Next Steps Tent Team to ensure I am aligned and knowledgeable in the areas of information and steps I am leading other people in.
  
3. Complete background check if one is required. This will be sent through email and must be completed within 24 hours or a new link will be required.
  
4. Upon cleared background check, I will complete my 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
  - For the teams of Baptism and Join the Team I will have training with the Senior Coordinator or Next Steps Director to ensure I know and understand these processes.
  - I will shadow the experiences of Join the Team and Baptism a minimum of 3 times before I am placed as a host/facilitator of these environments.
  - During this shadow experience, 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. Once training is complete, I receive notifications allowing me to share my serving availability. I respond promptly so that my team can plan accordingly.

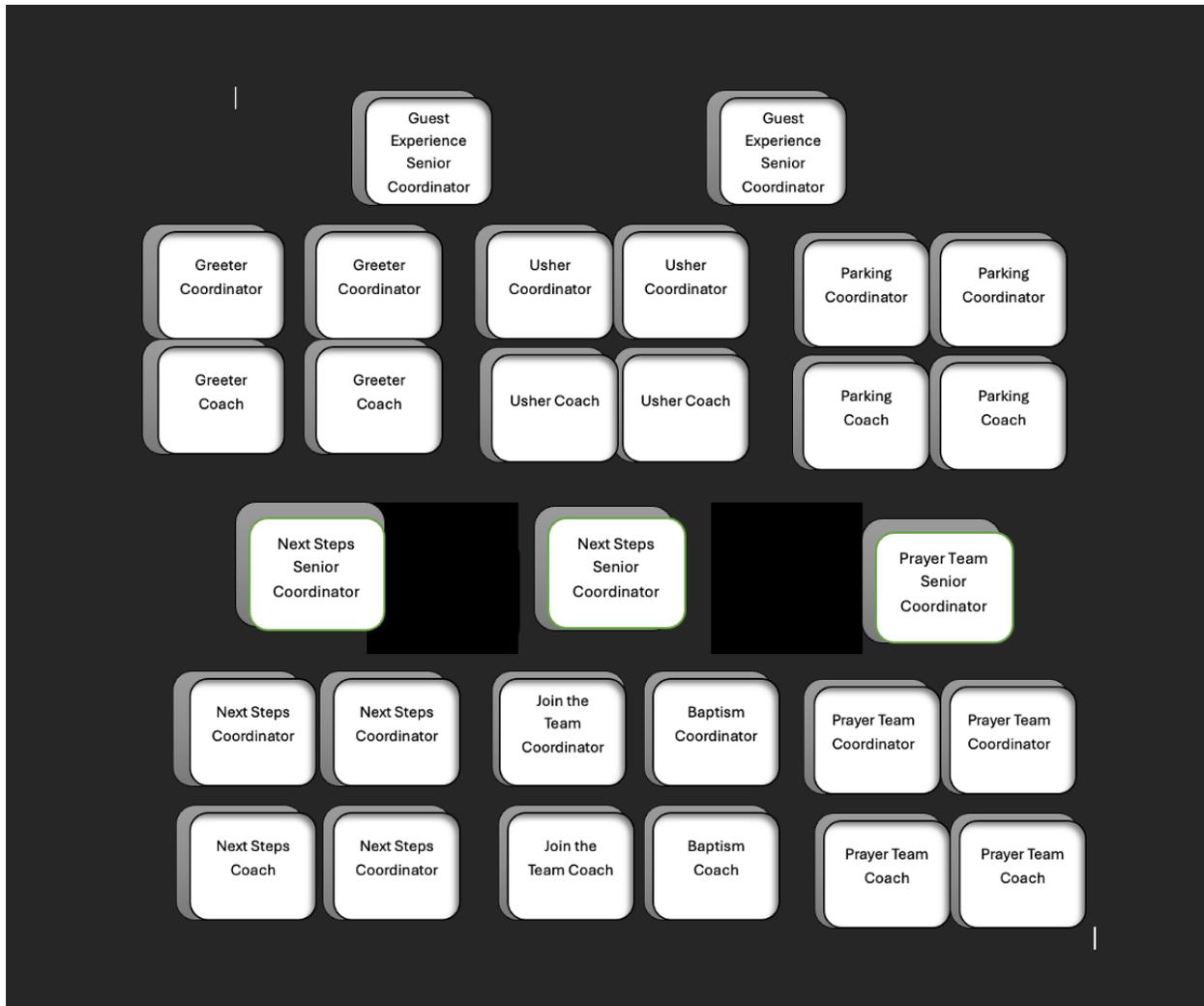
### **As I serve this house:**

- 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 a minimum of monthly 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, worship and Bible reading.
- I am developing my gifts and talents through practice, research, reading, and opportunities.
- I stay in 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 the Next Steps Department. The Next Steps Director will develop one-to-one relationships with those in leadership of these teams. In a structure filled to maximum capacity you may have up to:

- 2 Senior Coordinators over Experience Teams
- 2 Senior Coordinators over Next Steps Teams
- 1 Coordinator over each team for an A and B rotation: Greeter, Usher, Parking
- 1 Coordinator over each team for an A and B rotation: Next Steps Environment, Join the Team, Baptism
- 1 Coach over each team for Join the Team and Baptism. These events will likely not need more than one coach, as they do not happen each week.
- Coaches over each team for an A and B rotation of the following teams will scale dependent on the size of the team: Greeter, Usher, Parking, and Next Steps Environment



## 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.

### **General Expectations for all Dream Team Members**

1. Serves in the 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.
2. Regularly communicates with his or her Team Leader regarding prayer requests, personal development, and serving availability.
3. Your leader will reach out to check on you by phone, text or email. Please communicate back to your leader promptly.
4. You will also have a one-to-one check in meeting with your leader at an interval you establish with your leader. This time allows you to commune 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 feedback you have received. You will be given various opportunities throughout the year for ongoing training.

5. 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.
6. Depending on your role, you may be asked to sign an honor code.

**Dream Team Leader** – The leader of one service time for a specific team.

1. 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.
2. Takes attendance for those serving on the team each week.
3. Manages the serving schedule for their assigned service, with the assistance of the Team Coach as needed.
4. Prays over and checks in on his or her team members throughout the week.
5. Identifies dream team members who have potential to lead as a Team Leader in the future and develops them as needed. The goal in development is to have a “3-deep” structure.
6. Recruits for the team and takes part in the training process of new team members.
7. Communicates to his or her leader regarding the health and operations of the team within their scope of care.

#### Meetings & Rhythms

- You will have one-to-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 have a team meeting of development/training or community nature no more than once per month and no less than once per quarter.
- You will have leader team meetings of development/training or community nature no less than once per quarter.
- You will have a minimum of four opportunities annually to engage in training and community with other teams on campus.
- You will have a minimum of two opportunities annually to engage in training with other teams globally.
- All gatherings are strongly encouraged.

**Dream Team Coach** – The leader of a specific team, overseeing Team Leaders and all service times for that team.

1. Responsible for the spiritual care and leadership of Team Leaders and the entire team.
2. Onboards new team members coming from Growth Track, including assigning them to a serving rotation and Team Leader.
3. Oversees and manages the CCB process queue and group.
4. Leads regular training for team and Team Leaders as needed.
5. 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.
6. Communicates with his or her leader regarding the health and operations of the team within their scope of care.

#### Meetings & Rhythms

- 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 have a team meeting of development/training or community nature no more than once per month and no less than once per quarter.
- You will have leader team meetings of development/training or community nature no less than once per quarter.
- You will have a minimum of four opportunities annually to engage in training and community with other teams on campus.
- You will have a minimum of two opportunities annually to engage in training with other teams globally.
- All gatherings are strongly encouraged.

#### **Dream Team Coordinator** – The leader of multiple teams within a given ministry.

1. Responsible for the spiritual care and leadership of their Coaches and teams.
2. Consistent evaluation of team operations.
3. Develops relationships with other coordinators from their department and campus in order to effectively assist in leading the campus operations.
4. Communicates to his or her leader regarding the health and operations of the teams within their scope of care.

#### Meetings & Rhythms

- 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 have a team meeting of development/training or community nature no more than once per month and no less than once per quarter.
- You will have leader team meetings of development/training or community nature no less than once per quarter.
- You can anticipate meeting with other Coordinators for the department and campus no less than twice per month.
- You will have a minimum of four opportunities annually to engage in training and community with other teams on campus.
- You will have a minimum of two opportunities annually to engage in training with other teams globally.
- All gatherings are strongly encouraged.

**Dream Team Senior Coordinator** – The leader of an entire department on a campus.

- 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 Director and Campus Pastor.

#### Meetings & Rhythms

- You will have one-to-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 have a team meeting of development/training or community nature no more than once per month and no less than once per quarter.
- You will have leader team meetings of development/training or community nature no less than once per quarter.
- You can anticipate meeting with other Senior Coordinators for the campus no less than twice per month.
- You will have a minimum of four opportunities annually to engage in training and community with other teams on campus.
- You will have a minimum of two opportunities annually to engage in training with other teams globally.
- All gatherings are strongly encouraged.

## PROCESSES, SYSTEMS & RESOURCES

### Resources List

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

**Outlook** – we use Outlook as our primary email for our staff and Dream Team Leadership roles. You will receive email from our lifepoint.org or lifepointvolunteer.org email addresses.

**Slack** – our internal communication platform. You may be invited to join Slack for internal important communication for your campus.

**CCB** – Community Church Builder is our database system that tracks all of our systems and processes. You could also receive messages from your leader from our CCB site.

You will receive a copy of the Best Practices training document that is applicable to the team you are on. This training document will assist you with the important information specific to your serving role.

### Additional Resources

- Dream Team Culture Guide <https://lifepoint.org/wp-content/uploads/2023/02/Lifepoint-DTBooklet.pdf>
- Dream Team Training Guides <https://lifepoint.org/teamresources>
- First Serve Guide <https://docs.google.com/document/d/e/2PACX-1vTKMGFyMdzrnCZLFevE3eCaSUVwMJPMOAE9iomByYva8nNa-2uHeEIE6RWafb7p7w/pub>
- Experience Teams Best Practice Guide [https://docs.google.com/document/d/e/2PACX-1vQPC0R1ANDRtWu3INZ\\_1znAoLLqxB2dPxb27ZgU-oir6HsXNrb6m-c2tDdzk7uVlw/pub](https://docs.google.com/document/d/e/2PACX-1vQPC0R1ANDRtWu3INZ_1znAoLLqxB2dPxb27ZgU-oir6HsXNrb6m-c2tDdzk7uVlw/pub)
- Baptism Teams Best Practice Guide [https://docs.google.com/document/d/e/2PACX-1vT30cF3GFBXqUYEE0N03BUftw5lf-bkAjnSUHMqW33t2L5uNMmv\\_xosw-zIS6qQCA/pub](https://docs.google.com/document/d/e/2PACX-1vT30cF3GFBXqUYEE0N03BUftw5lf-bkAjnSUHMqW33t2L5uNMmv_xosw-zIS6qQCA/pub)
- Join the Team Event Host Guide [https://docs.google.com/document/d/e/2PACX-1vQLLqIc3Z\\_uVPgDoTb8qiSybhQngKB2IIMB-bfILJ70VBOBgggfesIkQVPqFJSymA/pub](https://docs.google.com/document/d/e/2PACX-1vQLLqIc3Z_uVPgDoTb8qiSybhQngKB2IIMB-bfILJ70VBOBgggfesIkQVPqFJSymA/pub)

## 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 any mentoring or discipling relationships with students.

## **THANK YOU**

This guide is meant to assist in the acclimation to the role of serving on the Next Steps 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 is your best physical resource for vision and direction. Also, the Director of Next Steps and Campus Pastor will be a great support as you get acquainted with the dream team, attendees and guests on the campus. You have a support system who is with you every step of the way.

You will have great success if you lean in to learning opportunities, ask questions, and continuously seek wisdom from God about how to use your gifts and talents in this God-given assignment.