

Horizons Community Church

Welcome & WAVE Coordinator

Employment Type: Part-Time, Non-Exempt, 6 hours/week (4.5 Sunday | 1.5 Planning)

Desired Outcome: Every family, regardless of their child's individual circumstances or developmental needs, experiences an equitable, secure, and inclusive environment from the moment they enter our facility. Success is achieved through a volunteer "WAVE" team dedicated to identifying and removing barriers to participation. Our goal is to foster a profound sense of belonging, ensuring parents feel confident in our systems of support while every child is empowered and celebrated within the Horizons kids and youth community.

Primary Responsibilities

- **Presence:** Lead the WAVE (*Where All Voices Empower*) Special Needs Ministry and "First Impressions" at the Kidz Check-In booth.
 - **Leadership:** Direction for WAVE volunteers and Check-In volunteers; ensuring families with children with special needs are supported and every family is checked-in correctly.
 - **Ages:** Serve Horizons families with special needs in children & youth ministries.
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Ministry Standards & Rhythms

- **Empowerment Culture:** Your primary focus is to equip and build up volunteer teams to execute all elements of your ministry area. Success is measured by how well your team is prepared to lead when you aren't in the room.
- **Safety Enforcement:** Ensure every volunteer in your wing is following Safe Sanctuary protocols (two-adult rule, check-in tags, etc.) during the service.
- **Team Contingency:** Act as a "swing lead" to cover for each other (Elementary & Security Coordinator, Wave & Welcome Coordinator, and Nursery & Preschool Coordinator) along with key volunteers on their Sundays off.
- **Collaboration:** Work with the Prep Coordinator to provide feedback on curriculum engagement and ordering needs.
- **Relational Leadership & Alignment:** To ensure vision and operational harmony, each coordinator will participate in a monthly team meeting with the Family Ministries Director. These check-ins focus on communication, volunteer health, and upcoming ministry goals.
- **Time Off & Sustainability:** To ensure long-term health and ministry consistency, coordinators are provided a standard allotment of 12 Sundays off per year. We value proactive planning; therefore, all absences are coordinated through the Family Ministries Director in advance to ensure seamless team coverage and support.
- **Annual Hour Allotment:** Your role is based on an annual allotment of 312 hours (averaging 6 hours per week).
- **Strategic Hour Banking:** Hours not used on "Sundays Off" should be saved and repurposed for high-impact events including VBS, The Bash, Block Party, or Special Services (such as Ash Wednesday, Good Friday, Blue Christmas, or Christmas Eve).

- **Seasonal Environment Stewardship:** To keep our ministry spaces engaging, each coordinator is responsible for quarterly or seasonal environment updates. This includes:
 - **Refreshing room decorations** and bulletin boards to the current ministry season.
 - **Preparing special activity stations** or interactive zones that align with upcoming teaching themes, seasons, or are simply refreshed to provide a high quality experience for every child.
 - **Curating appropriate crafts** and hands-on elements to enhance the experience.
- **Sunday Morning Rhythm:**
 - **8:00 AM: Arrival and Setup.**
 - **8:00-8:20 AM: Room & Technology Prep.** Perform test runs on all media and electronics to ensure a seamless experience. (check in computers, tablets, new here computer, display tv's and DZ theater).
 - **8:20-8:45 AM: Volunteer Investment.** Prioritize welcoming your team and building relationships. The most important 25 minutes of the morning. If tech is fixed and ready by 8:20 it ensures you can focus on equipping volunteers.
 - **8:45 AM-12:00 PM: Family Engagement.** Focus on welcoming families and fostering a safe, hospitable environment. Ensure there is adequate volunteer coverage in each room, specifically for children staying for both services. (10:00-10:30 AM provides an additional window for volunteer investment).
- **Post-Service Stewardship:** Between **12:00-12:30 PM**, ensure all rooms are "Ministry Ready" for the upcoming week. This includes:
 - **Clearing all tables, floors, and counters** for midweek use.
 - **Spot vacuuming** as needed to maintain excellence in our shared spaces.
 - **Logging out and shutting down** all computers, tablets, and electronics.
 - **Turning off lights** and ensuring all doors are securely closed.

Desired Personal Qualities

- A deep and growing relationship with Jesus Christ
- Radical hospitality expressed through a naturally welcoming personality that can read a room and ensure every family feels seen and supported upon arrival
- Advocacy and empathy evidenced by a specific heart for families with special needs and the ability to listen well and adapt environments to ensure every child can succeed
- Tech-savvy and systems minded with a comfort for check-in software and basic troubleshooting to ensure the front door of the ministry remains seamless
- A relational equipper who has the ability to recruit, coach, and invest in volunteers so they feel confident in their WAVE ministry and check-in roles
- High-calm capacity and the ability to remain steady and kind during the Sunday rush, handling drop-off and check-in with grace
- Strong alignment with Horizons' mission, vision, and values through a commitment to connecting with neighbors and living God's love in a visible, tangible way

Accountability

Reports directly to the **Family Ministries Director**

Works closely with **Nursery/Preschool Coordinator** and **Elementary/Security Coordinator**