

Outreach Department
Dream Team Handbook

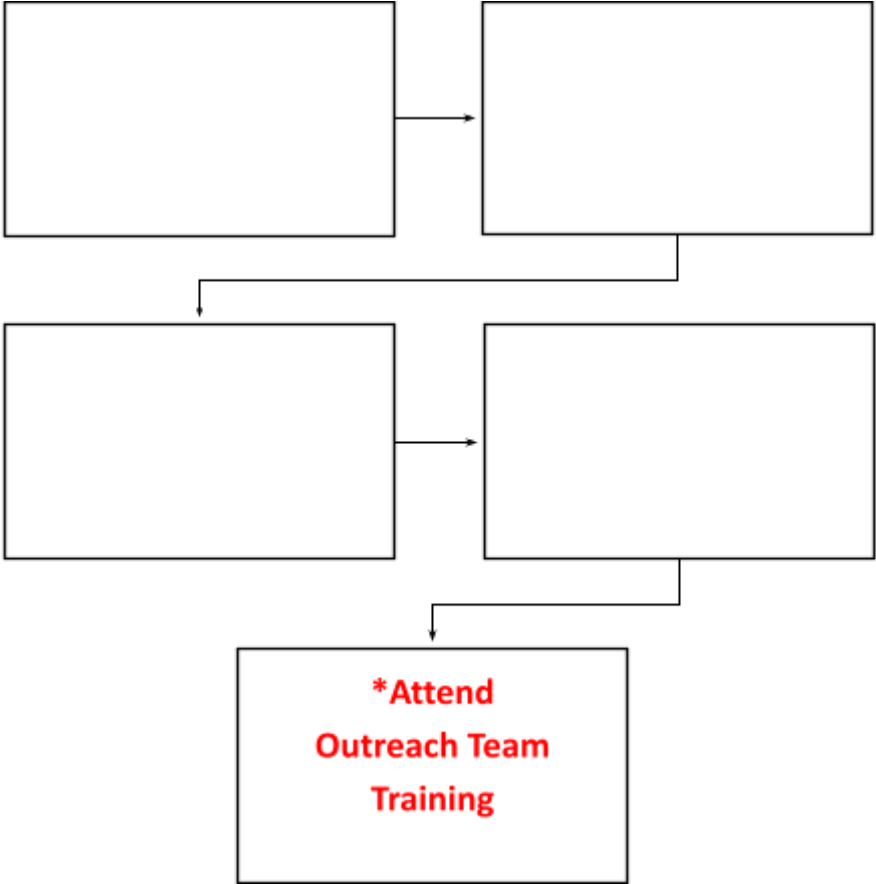
TABLE OF CONTENTS

Welcome	3
Onboarding Process	4
Organizational Chart	5
Our Cultural Values	9
Our Leadership Competencies	10
Expectations	11
Processes, Systems, and Resources	15

WELCOME

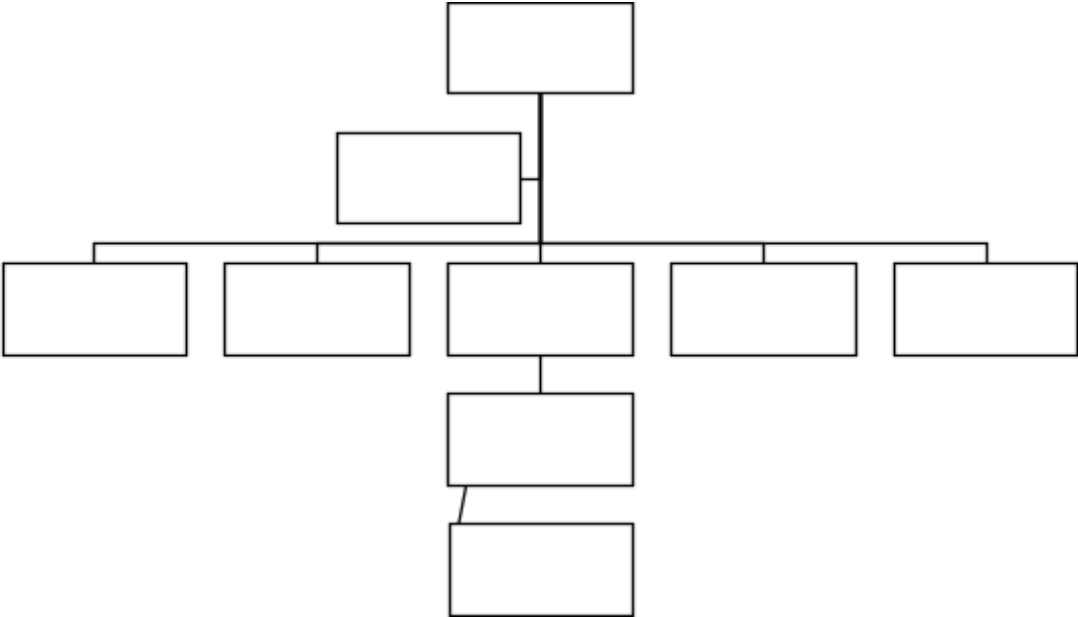
Thank you so much for your interest in Outreach. Here at Lifepoint, we believe that people are made to make a difference, and outreach is an expression of that belief.

ONBOARDING PROCESS



Congratulations! After today’s training, you are qualified to serve on the Outreach Team as a Project Team Member, Correctional Team Member, and a Mission Trip Team Member. You may receive more training from your Team Leader or Coordinator in your specific environment. This handbook will also equip you to serve at a project, understand your role as a team member, and use the Serve App.

ORGANIZATIONAL CHART



Outreach Team Roles

Global

- **Global Coordinator**
 - Liaison between Lifepoint and global partners
 - Maintains regular communication with global partners
 - Helps to vet new global partners
 - Maintains budget for global donations and special projects
 - Collects stories and statistics from global partners
 - Oversees Mission Coordinator position

Hours: 5 per week

Skills: CCB/Serve App/Focus Missions

Reports To: Director of Outreach

- **Missions Coordinator**
 - Plans global and national mission trips
 - Maintains focus missions website
 - Trains and develops trip leaders
 - Communicates with trip members as needed
 - Resource pre-trip and post-trip meetings

Hours: 5 per week

Skills: CCB/Serve App/Focus Missions

Reports To: Global Coordinator

National

- **National Coordinator**
 - Liaison between Lifepoint and national partners
 - Maintains regular communication with national partners
 - Helps to vet national partners
 - Maintains budget for national donations and special projects
 - Oversees Disaster Response Coordinator position

Hours: 5 per week

Skills: CCB/Serve App/Focus Missions

Reports To: Director of Outreach

- **Disaster Response Coordinator**
 - Plans disaster response trips
 - Plans monthly local disaster relief projects
 - Trains and develops trip leaders
 - Communicates with trip members as needed
 - Resource pre-trip and post-trip meetings

Hours: 5 per week
Skills: CCB/Serve App/Focus Missions
Reports To: National Coordinator

Benevolence

- **Benevolence Coordinator**
 - Responds to all benevolence requests
 - Holds bi-monthly meetings with benevolence team to make determinations regarding benevolence
 - Examines all benevolence applications without bias and leads the team to do the same
 - Communicates with applicants to request more information and/or give next steps

Hours: 5 per week
Skills: CCB/Serve App/Focus Missions
Reports To: Director of Outreach
- **Campus Benevolence Coordinator (optional)**
 - Helps participants apply for benevolence
 - Meets participants with gift cards that have been issued by the campus or benevolence team
 - Helps participants take next steps in their spiritual pathway
 - Contacts unconnected and denied benevolence applicants to help connect them to a next step

Hours: 4 (Sundays only)
Reports To: Benevolence Coordinator & Campus Pastor
- **Correctional Ministry Coordinator**
 - Liaison for correctional facilities and Lifepoint
 - Maintains correctional facility relationship and communications
 - Oversees service projects for correctional facility, staff, and inmates
 - Recruits and develops correctional ministry team
 - Oversees Sunday Services within the facilities
 - Staffs services

- o Trains volunteers
- o Communicates/schedules volunteers
- o Oversees small groups within facilities
- o Maintains the correctional ministry budget
- o Resources correctional ministries
- o Maintains supplies and equipment

Hours: 10 per week

Skills: CCB/Serve App

Reports To: Director of Outreach

Local

- Senior Outreach Coordinator/Outreach Coordinator
 - Creates relationships with local non-profits
 - Understands the needs of the local community
 - Knows the top social issues of the area
 - Knows the non-profits in the area
 - Develops a monthly/quarterly calendar of events
 - Updates the SERVE App monthly/quarterly
 - Knows the resources and skills sets of their local congregants
 - Knows your campus pastor's heart
 - Trains and develops your team
- Outreach Coach
 - Monthly Meeting with a partner organization to determine monthly needs
 - Monetary needs
 - Help plan monthly activities
 - Liaison between Event POC and Lifepoint
 - Communicate with all volunteers of assigned projects
- Project/Team Leader
 - Liaison between Event POC and Lifepoint
 - Communicates with all volunteers of assigned projects
 - POC at the actual project
 - Makes sure set-up/tear down happens
 - Makes sure supplies for volunteers are available
 - Manages project budget
 - Manager sign-in sheet/hours served
 - Writes up impact report after the project has ended
 - # Of volunteers
 - # Of impacted persons

Hours: 5 per week

Skills: Serve App

Reports To: Outreach Coordinator

OUR CULTURAL VALUES

What We Do

We give a cup of cold water in Jesus' name to lead people far from God into a full-life in Christ.

What We Value & How We Behave

Love God – Our passion for God fuels our commitment to outreach.

- Our love for God has to be the primary motivation for serving on the Outreach Dream Team.
- Remember the “why” in everything we do.
- Our serve is all about sharing the life-giving message of Jesus with as many people as possible.

Love People – We serve people locally, nationally, and globally, because we know that all people were made in the image of Christ.

- Always put people above tasks.
- Meet unexpressed and expressed needs.
- Be intentional with every person.
- Make and maintain eye contact, and let every person know they are a priority.
- Introduce yourself; engage in conversation and be a listener.
- Respect others and serve in a way that is honoring to all.

Be Life-Giving – We approach every situation and every person with an attitude of mercy and grace.

- Make your serve fun; create a fun environment that attracts others in the community.
- Remember that people in the community are watching; keep a positive attitude.
- Be flexible and adapt to circumstances as they arise.

Pursue Excellence – We make decisions based on being good stewards of the resources God has entrusted to us.

- Excellence creates comfort- it is not about perfection; it is about doing our best all the time.
- Give careful attention to the details in every environment.
- Treat the area you are serving in as though it is your own.
- Anticipate the needs of those serving and those being served.
- Think like someone who is not familiar with the Church of Jesus.
- Be mindful of new team members serving.

OUR LEADERSHIP COMPETENCIES

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.

Our Commitment

- We are on mission for Jesus and with the Holy Spirit.
- We are armed with the Gospel.
- We are called into the community.
- We are loving to every people-group.
- We are urgent with our message.

What Matters To Us

- How many people are making a difference?
 - Number of people serving
- How much are we making a difference in our community?
 - Number of projects per month
 - Number of people served
- How consistent are we?
 - How many times do we work with a partner/organization each month?
 - How many times do we show up in a neighborhood each month?

- How well do we steward our resources?
 - How much money do we spend per project?
 - How much volunteer equity per project?

Our Department Strategy

- Develop consistency in neighborhoods and organizations
 - Develop partnership outcomes and requirements
- Push Dream Teamers to make a difference in the house and outside the house
 - Communication

EXPECTATIONS

Team Vision

- We serve others by demonstrating our love for God and love for people practical ways by caring for the felt needs within our sphere of influence.
- Simple and practical acts of kindness can open hearts to the love of Jesus for both those being served and those serving.
- As we serve, we become the hands and feet of Jesus, responding to needs that surround, so that it creates environments for us to share the Gospel through sharing our own stories of life change.
- We help every person who is passionate about helping others, find the right opportunities to effectively use their gifts to build up the body of Christ and extend the Kingdom of God.
- Our team serves OneServe, Serve Weekend, Serve Holidays, and Local Disaster Relief and other church-wide outreach events.

Team Behaviors

- **Be on time and check-in** - Project Leaders will communicate expected arrival times where you can discuss details and prep for the serve. This is a time where you will also receive team updates and information.
- **Serve when scheduled** – Contact your Project Leader as early as possible if you are unable to serve and will need a replacement. Communication is crucial to building community and carrying out effective ministry.
- **Dress code** – Teams are expected to wear their Serve Shirts when serving in the community. Please always dress in a manner that honors Christ. Our clothing should not be a distraction from our serve and the ministry we are doing. Your

clothing should be appropriate for your serve, keeping safety, comfort, and modesty in mind.

- **Introduce yourself** – Let the people you are serving know who you are and what your team is doing.
- **Focus on others** – Engage people in the community in friendly conversation. Be approachable.
- **Work as a team** – Always use the buddy system. Follow safety instructions set forth by your project leader. Encourage new people serving to take their Next Steps. Share your life with your team members.
- **Build trust** – Be consistent, ethical, and trustworthy to earn the respect of the people in the community. This opens the doors for deeper relationships.
- **Be observant** – Take time to observe the environment and culture you are serving in to gain perspective of those you are serving.
- **Be familiar with other ministries** – Be familiar with resources and ministries our church and your local community offers so that you can share with those outside the church when appropriate. Also, help fellow teammates connect with other serve projects if you feel they may have an interest, passion, or gifting that matches.
- **Connect with community**- Team members should be observant and in tune with all possible serving opportunities within the local community and communicate those opportunities to the Project Leader.
- **Plan and prepare** – Create serve opportunities for OneServe that positively impact the felt needs of the community. Work with your team to determine what resources and skills will be needed.
- **Project assessment** – Work with project leader and team to assess scope of potential OneServe projects. Evaluate project cost and feasibility.
- **Promote OneServe and other Outreach events** – Use social media and other means at the campus and share the wins.
- **Follow appropriate safety protocols** – Follow instructions when working with machinery, equipment, and tools. Walk in your gifts and abilities and adhere to local ordinances and any ministry partners' requirements for all serve opportunities.
- **Follow child safety** – Follow protocols as outlined in the Kidspoint Policies & Procedures Handbook.
 - No adults in Restrooms with children
 - Do not video or photos of children
 - Follow guidelines for appropriate affection and praise
 - Follow the two-adult rule when serving with children
 - Do not offer to transport children
- **Campus Specifics**- Review any serve requirements for this team that may be unique for your campus.

Serve Schedule

- OneServe – The second Saturday of every month with some exceptions
- SERVE Weekend – Second weekend in July
- Thanksgiving Outreach – November
- Serve Holiday – December
- Local Disaster Relief

Outreach Team Descriptions

Dream Team Member – A person who has discovered their purpose and is making a difference on the Dream Team.

- Serves and attends service regularly
- Regularly communicates with his or her Team Leader regarding prayer requests, personal development, and serving availability

Team/Project Leader – The leader for a specific project

- Serves directly with his or her team by leading the execution of a project, communicating changes, and overseeing set-up and/or tear-down.
- Takes attendance for those serving on the team.
- Manages the shift or schedule for their assigned project, with the assistance of the 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 Project Leader in the future and develops 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 to his or her leader regarding the health and operations of the team within their scope of care.

Team Specific Expectations, Meetings & Rhythms

- Meets monthly with all other team leaders, coach, and coordinator

Team Coach – The leader of a specific team, overseeing Team Leaders and all projects for that team.

- Responsible for the spiritual care and leadership of Team Leaders and the entire team.
- Onboards new team members coming from Growth Track, including assigning them to a Team Leader.
- 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 to his or her leader regarding the health and operations of the team within their scope of care.

Team Specific Expectations, Meetings & Rhythms

- Meets monthly with all other team leaders, coach, and coordinator

Outreach Team Coordinator – The leader of multiple teams within a given ministry.

- Responsible for the spiritual care and leadership of their Coaches and teams.
- Consistent evaluation of team operations.
- Develops relationship with other coordinators from their campus 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.

Team Specific Expectations, Meetings & Rhythms

- Meets monthly with all other team leaders, coach, and coordinator
- Meets bi-weekly with outreach coordinators from other campuses
- Meets weekly, bi-weekly, or monthly one-on-ones with senior coordinator/campus pastor or campus staff

PROCESSES, SYSTEMS, AND RESOURCES

How To Lead a Project

Goal:

To glorify God, to show the love of Christ to our community, to meet the needs of those around us, and to create opportunities for others to fulfill their purpose by making a difference.

Planning Your Project:

This section is for the planning of a Lifepoint Serving Project that has not been planned by a community partner.

Timeline:

- 6-8 weeks before the serving project
 - Come up with an idea and brainstorm with outreach senior coordinator
 - Reserve date (with community partner and / or individual).
 - Identify and reserve location (local conference rooms, park, etc.) if necessary.
 - Plan a backup and contingency project or two, in case of rain or issues not foreseen. Often God closes a door and opens another one, so plan options ahead!
- 4-6 weeks before the serving project
 - Begin formulating specifics
 - Begin budgeting
 - Create shopping lists
 - Price out and plan for what materials are needed to complete the project, and plan where to procure these items to ensure availability.
 - Remember to plan for possible volunteer needs as well, like water bottles/ice, sunscreen/bug spray, extra gloves, hand wipes, etc.
 - Think through items like
 - Ideal number of participants
 - Volunteer parking and restrooms
 - Inclement weather contingency project and backup plan
 - For continuity purposes, please do not cancel or postpone a project if possible. Instead, plan a backup project if your original plan falls through.
 - Transportation of materials and supplies

- Plan “tiers” of project, or sub projects – so that the original idea can be accomplished with the minimum number of volunteers but have additional items to accomplish if you have more help!
 - Recruit co-leaders
 - Consider your target volunteers. Recruit a Kidspoint leader if the project is kid friendly. Recruit a youth leader if the project is student friendly. Recruit a veteran if the project is for vets.
- 2-4 weeks before the serving project
 - Finalize project details and budget
 - Confirm all details with community partner or individual
 - Connect with outreach senior coordinator for gift card, cooler, table, and/or tent distribution.
 - Request and pick up Serve shirts from outreach senior coordinator, to have available at the project.
 - Update project details in Serve App and make project live as soon as possible.
- 0-2 weeks before the serving project
 - Utilize planning spreadsheet and update personal roster to track sign ups
 - Create event in CCB and update sign ups in the volunteer group.
 - Send confirmation email to participants within 48 hours (see email section)
 - Organize and purchase all materials needed.
 - Spread the word on social media to generate interest and excitement!
 - Plan multiple sub-tasks, based on roster numbers.
 - If possible, the Sunday before your project, plan to be at the Outreach Environment to answer questions and generate manual sign-ups after each service.
- On the day of the serving project
 - Purchase ice for cooler(s)
 - Arrive early to project to set up
 - Check in volunteers (If possible, print a copy of your roster, leaving space for drop-ins or use CCB to check in volunteers as they arrive)
 - Begin the project with a welcome and thank you, an overview of the project, vision casting, a small devotion (or bible verse) and prayer. Then give directions and begin
 - Oversee all project specifics, answer questions, provide direction to make sure the project is accomplished with EXCELLENCE and BE LIFE-GIVING!
 - Close the project by giving final instructions and additional information, clean up, express thanks, and close in prayer
- 0-2 weeks AFTER the serving project
 - Consolidate all receipts and fill out tracking sheet

- o Complete post-project report
- o Return gift cards, tracking sheet, receipts, attendance report, and coolers to outreach director
- o Send a thank you email to participants, including wins from the project (if possible, not required)

How To Lead at a Partner Event

This section is for leading a project that is a planned event by a partner organization

Timeline:

- 2-4 weeks before the partner serving project
 - Begin formulating specifics with community partner
 - Identify budget (if any) and communicate with community partner
 - Create shopping lists
 - Price out and plan for what materials are needed to complete the project, and plan where to procure these items to ensure availability.
 - Plan for possible volunteer needs as well, like water bottles/ice, sunscreen/bug spray, extra gloves, hand wipes, etc.
 - Think through and ask the leading partner organization:
 - Ideal number of participants
 - Volunteer parking and restrooms
 - Inclement weather contingency project and backup plan
 - Transportation of materials and supplies if any
 - Recruit co-leaders to be with you on the day
 - If project is family friendly, communicate with Kidspoint Liaison
 - Update project details in Serve App and make project live as soon as possible.
- 0-2 weeks before the serving project
 - Finalize project details and budget
 - Confirm all details with community partner
 - Connect with Outreach Director for gift card, cooler, table, and/or tent distribution if needed.
 - Pick up Serve shirts from outreach senior coordinator, to have available at the project.
 - Utilize planning spreadsheet and update personal roster to track sign ups
 - Create events in CCB and update sign ups in the volunteer group.
 - Send confirmation email to participants within 48 hours (see email section)
 - Organize and purchase all materials needed.
 - Spread the word on social media to generate interest and excitement!
 - If possible, the Sunday before your project, plan to stand by the “Serve” banner to answer questions and generate manual sign-ups after each service.
- On the day of the serving project
 - Purchase ice for cooler(s)

- o Arrive early to project to meet with community partner leader and help set up
- o Check in volunteers (If possible, print a copy of your roster, leaving space for drop-ins or use CCB to check in volunteers as they arrive)
- o Begin the project with a welcome and thank you, an overview of the project, vision casting, a small devotion (or bible verse) and open in prayer. Then direct all volunteers to the community partner lead, who can give project directions.
- o Oversee all project specifics, answer questions, provide direction to make sure the project is accomplished with EXCELLENCE and BE LIFE-GIVING
- o Close project by giving final instructions, additional information, expressing thanks, and closing in prayer.
- 0-2 weeks AFTER the serving project
 - o Consolidate all receipts and fill out tracking sheet
 - o Complete post-project report
 - o Return gift cards, tracking sheet, receipts, and all borrowed supplies to outreach senior coordinator.
 - o Send a thank you email to participants, including wins from the project (if possible, not required).
 - o Follow up with community partner.

How To Use the Serve App

This section is for any project that will be on the serve app:

Editing and monitoring your serve day project and roster can be done via this website: <https://lifepointchurchva.serveday.com/> (click on dropdown menu and select “Admin login”)

From the Admin dashboard, you will have access to your project details and roster

- Tips for your project:
 - o Create an engaging and vision-filled description. Include important information as well as an explanation for WHY we are doing this project. Use language that encourages people to sign up (i.e., “Come join us”)
 - Here’s an example of a description:
 - Join us as we bless our new campus location! We will be cleaning up garbage and weeding flower beds at Stafford High School, as we prepare to relaunch the Stafford Campus and Stafford County prepares to begin the 2019-2020 school year! Rain or shine, please plan to wear appropriate clothing and sturdy shoes, and bring your own gloves if you have them.

- o Always hit the GREEN CHECKMARK before toggling away from any page where you have made changes – the website will not automatically save your changes
- Make sure that you have downloaded the app onto your phone
- You can use the group message to send volunteers a message or you can email volunteers
 - o Regularly check the group message in case questions are asked

SENDING CONFIRMATION EMAILS

Here is a template/sample email to use when sending confirmation emails, please feel free to change items as you see fit, but please include:

- Confirmation (date, time, address)
- Information regarding clothing, weather, special items needed, parking info etc.
- Ask if they will bring children, since there's not currently a way to register them through the app.
 - o Make sure to mention that children may not be left unattended at a Serve Day project (it seems like it should go without saying...but please say it anyways, LOL)
- Make sure to say thank you and communicate excitement!

You can send confirmation emails to multiple people at one time – just make sure you put all the email addresses in the **BCC** line to protect privacy.

Email Subject Line: Stafford OneServe

Body:

Hello, and thank you for signing up to serve during our (NAME OF PROJECT) Project! We will be meeting at **123 Lifepoint Ln, Stafford, VA 22556** at 9:00am on Saturday, June 8th. There is street parking available all along Lifepoint Ln. Rain or shine, please plan to wear long pants and sturdy shoes, and bring your own gloves if you have them. If you have landscaping equipment (rake, wheelbarrow, hedge trimmers, etc.) please bring them along.

This service project is suitable for all ages, but children must be accompanied by a parent/guardian at all times.

Thank you, again, for signing up to serve! If you have any questions, please let me know. We can't wait to see and serve with you!

Heart & Soul,

Jane Doe

Project Leader, Stafford Campus

Extra Resources

[Lifepoint Outreach Standard Operation Procedure Manual](#)

Summary

Thank you so much for selecting Outreach to make a difference, and thank you for attending Outreach training. Please remember that your Senior Coordinator and/or Team Lead will follow up with additional training and environment specific training. Our goal for you is that you thrive, grow, and flourish while using your gifts and talents to serve Lifepoint and that your relationship with Christ will deepen as you serve others.

The Outreach Team

My Campus: _____

My Senior Coordinator: _____

My Coordinator: _____

My Team Leader: _____