**Host Team Leader**

In this role, you’ll focus on four key areas: onboarding new team members, developing your team, overseeing chat, and reinforcing the UCFM culture. Let’s unpack each of these areas.

1. Onboard New Volunteers

As a Host Team Leader, you’ll be leading a team of volunteers that serve together at the same worship service each week. One of the key areas of your role will be to help new volunteers who area assigned to your service get started and successfully integrate into your team. There are three facets to this: responding to their welcome email, giving them volunteer permissions on the site and completing their 30 days review.

Welcome emails: You’ll always be Cc’d on a new volunteer’s welcome email.

When you receive this email, be sure to respond promptly to let them know:

* How excited you are that they’ll be joining your team.
* A little about yourself and why you love serving.
* That you’re here to help them get started and show them around the site.
* Any expectations you have for their first time serving (e.g., “Please log onto the site 20

minutes before our service so I can introduce you to the rest of the team.”).

**PRO TIP:** you can save this email somewhere and use the same template each time to ensure a quick response!

**Volunteer permissions:** New volunteers will need to create an account on <http://ucfministries.churchonline.org> if they don’t already have one. Once they provide you with their account information, please double-check that their nickname contains their first name and last initial (ex. “Bob S.”). You’ll also need to grant them volunteer permissions on the site so they’ll have access to Volunteer Chat and the Info Tab.

1. **Develop Your Team**

Another of your key focus areas as a Host Team Leaders will be to help each volunteer on your team develop to their full potential- both at UCFM.Tv and in their personal lives.

Developing others may sound a bit intimidating if you’ve never been in a leadership role before, Resources: but essentially boils down to helping people continually grow as a follower of Christ, leader, parent, spouse, etc. Here are some tips to be an amazing developer of your team.

* Time: Spend intentional time with your team members throughout the week. By learning about their lives and nurturing your relationships. Spending time together outside of the worship experience will forge a team unity that strengthens the impact you make when you serve together.
* Feedback: Offer consistent encouragement and feedback to each volunteer individually. Let them know what they are doing well, where they can improve and how you can help them be the best volunteer they can be.
* Suggest resources to help them grow in other areas of life such as marriage, finances, prayer, etc. If you need help identifying relevant resource, check out the Host team Classroom via Google Classroom.
* **Future Leaders**: Lookout for volunteers with potential who could become future Host Team Leaders. Give them opportunities to lead the team when you believe they’re ready to lead on their own, send your recommendation to the Marketing Director.

1. **Oversee Chat**

To ensure that every guest at ucfm.tv feel both welcome and safe, Host team leaders oversee chat and take action to safeguard it when necessary As you read through the following options for protecting the integrity of the chat, keep in mind that they are meant to be used a last resort, not as a first response.

**Deleting:** As a Host Team Leader, you’ll have the ability to delete guests’ comments. To do this, simply click the three dots icon to the right of the comment and click Delete. Comments should not be deleted because they are off topic, distracting, or annoying.

They should only be deleted if they:

* Contain profanity that slipped through the chat censor. o Contain links to spam or pornography.
* Are racist or hateful toward a guest or people group.
* Are intended to threaten or bully someone.
* Are overly vulgar, hostile, or derogatory.

**Muting:** If a guest continually disrupts the service, you do have the ability to mute them. Muted guests can still watch the message and see chat, but their posts no longer show up to everyone else. To mute a guest, click the three dots icon next to one of their posts, then click *Mute User*.

When a guest is muted, they lose their ability to contribute to the conversation, which will prevent them from being able to interact with volunteers and guests who could encourage them or answer questions they have about God. This action shouldn’t be taken lightly, and as a Host Team Leader, you’ll need to continually encourage your team to have thick skin and not be offended when guests are abrasive, distracting, or not representative of Christian values.

Some final guidelines on muting:

* Before muting a guest, they should be given multiple friendly reminders in both public chat and Direct Chat to respect others.
* Never threaten to mute a guest in order to get them to behave.
* If you do need to mute a guest, it’s always better to do so without announcing it to them or to the rest of chat. Don’t make a scene—just do it and encourage your team to move forward.
* If you find yourself repeatedly muting the same guest(s) each week, connect with your Community Leaders—they can provide you with creative and caring ways to address the situation.
* **Banning:** When a guest is muted, they’ll no longer be able to post anything in chat from  
  that username. However, some guests (particularly those who are more tech-savvy) may figure out that if they come back with another username, they can continue chatting. If this happens and you find yourself continually muting the same guest during your service, you do have one final option: banning their IP address. This is particularly helpful if you encounter spammers trying to crash the site.
* Banning a user’s IP address prevents them from chatting for one hour, no matter which username they use. To ban a user:
* Access the Admin panel.
  + Click *Users* in the menu bar on the left.
  + Click *Muted* to view the list of recently muted users.
  + Make sure that the guest you’re going to ban shows up multiple times in the Muted list and has the same IP address each time.
  + Click the Ø symbol to the right of the muted guest’s username.
  + If applicable, let the next service’s Host Team Leader know so they can be aware of the situation.

1. **Reinforce UCFM.tv Church Culture**

As a Host Team Leader, your final goal will be to become what Patrick Lencioni call the “CRO”: The Chief Reminding Officer. This means you’ll consistently remind your team of who UCFM is and why we do what we do. After all, we’ve seen that our most engage and passionate volunteers are usually those with clearest understanding of our church’s DNA.

**Here are some things to remind your team of often:**

* **Our Mission: to bring people of all races to Jesus and into his family**
* **Our core values: available at** [**http://ucfministries.org/core-values/**](http://ucfministries.org/core-values/)

One easy way to share these with your team is to discuss them in Volunteer Chat before you begin serving. For instance, you could share a different core value with the team each week and ask each volunteer to share how they see it being lived out at UCFM and in their personal life.

By consistently reminding your team of the vision that drives our ministry, you’ll inspire them to provide our guests with world-class customer service so their hearts will be open to the Gospel.

**Weekly Checklist**

Looking for an easy way to remember what to do in this role, and when? Check out this weekly checklist for steps to become a stellar Host Team Leader:

**Before your Experience:**

* Check in with your team to see how they’re doing
* Inspire your team by reminding them why we do what we do Share important information from the In the Loop email
* Pray over your team and the experience

**During your Experience:**

* Lead by example: be active in chat and/or Live Prayer Encourage your team as they do a great job serving Ensure your team’s focus remains on the guests
* Report or call in any major technical issues you encounter

**After your Experience:**

* Debrief with your team: how did the experience go? Thank each member of your team for serving
* Fill out the Experience Recap at go2.lc/recap
* Stay online until the next Host Team Leader arrives Check in with any team members who weren’t there

**Throughout the week:**

* Nurture relationships with your team members
* Connect with your Community Leader
* Engage with the rest of the team on the volunteer Facebook group
* Share any ideas, feedback, stories, etc. you have with the staff Check your email for other important updates

**Commitments and Expectations**

We believe people thrive in roles where they understand what’s expected of them. So, here are some expectations that will help you understand how you can honor God and inspire others as you serve.

As a Host Team Leader, you commit to:

* Follow the guidelines of the role outlined in this training guide.
* Serve with your team every week, or plan ahead to arrange a sub if you know you won’t be able to be there.
* Be spiritually filled before serving by attending a service (either at UCFM Online or your home church), being in community in a Small Group, and reading God’s Word daily.
* Tithe 10% of your income  
   Represent UCFM’s core values and beliefs both online and offline.
* Communicate regularly with your Leader and staff.

What are the expectations you can have of us? We promise to encourage you, provide you with opportunities to grow in your faith and in your leadership, and be available to help you with any questions or concerns you have. If you agree to all of these expectations and are ready to conclude your Host Team Leader training, move on to the last section below.

**Wrap up: Complete the Wrap up Quiz**