

# **CONNECTIONS ROLE DESCRIPTIONS**

## ***Overall mission and vision for the church:***

**Forest Hill MISSION:** To Help the **Next Person** take the **Next Step** in their relationship with Jesus Christ by joining in community.

**Forest Hill VISION:** Bringing Heaven To Greater Charlotte, One Person At A Time.

## **THINGS TO KNOW ABOUT THE CONNECTIONS TEAM:**

- We gather near the weekday front desk for a Connections Team Huddle every Sunday at 8:20 AM and 10:20 AM. We make announcements and pray together! Please join us.
- Once you have committed to a team, you will be added to the schedule and will get an email every other week with a reminder to serve. In addition you will get an all team weekly email with info about what's going on from Ellie.
- Our team operates on an A and B schedule. You serve for one service and go into the other. Essentially we have 4 teams. A team 9 AM and 11AM and B team 9 AM and 11 AM.
- While serving, we ask that you leave your phone in your pocket. Be fully present!
- Please make your team leader aware of any concerns or feedback you might have and if you are unable to make it on your week to serve.

We want to see every person connect with one another, connect with the mission of FHC, and connect with their own, God-given purpose.

## **NEXT STEP AREA**

### ***Vision for Next Step area:***

The Next Steps Area Volunteer plays a crucial role in creating a warm, inviting atmosphere for all attendees of Forest Hill Church. This individual will greet newcomers and regular members alike, assist with directions, provide

information about church services and events, and ensure that everyone feels valued, welcomed, and encouraged to take their next step.

***Skills:***

- Be friendly, welcoming, a good listener, & ask good ice breaking questions (How did you hear about FHC?).

***Key Responsibilities:***

**Strong communication and interpersonal skills.**

- Ability to work in a team environment.
- Commitment to providing a welcoming environment for all.
- Knowledge of the church's mission, activities, and services. Able to articulate the ways newcomers can connect to community & ministries at FHC (Discovering FHC, Life Groups, TwentyThirty, Serving, etc.)
- Alert & takes initiative in creating conversation.

**Greet Visitors**

- Warmly welcome church attendees as they arrive.
- Provide a friendly and approachable demeanor to all visitors.

**Information Assistance**

- Inform newcomers about church services, programs, and events.
- Offer printed materials or brochures about church activities and membership.

**Directional Support**

- Guide attendees to various areas of the church, such as worship services, classes, and restrooms.
- Answer any questions about the church layout and facilities.

**Collecting new guest info**

- Assist with collecting visitor information through QR code.

**Team Spirit**

- Cultivate a supportive and enthusiastic team culture through regular training, prayer, and fellowship.

- Work collaboratively with other ushers and church staff to create a cohesive and efficient team, ensuring everyone is aligned with the church's mission and values.

### **Make Memorable Moments**

- Walk with a guest.
- See and help meet needs.
- Write the names of the people you meet and begin praying for them.

### ***Be prepared/Time Commitment***

- Please arrive on Sundays at 8:20 or 10:20 for the huddle and prepare to stay till after service (most people are interacting with this area after service).
- Wear your name tag.
- Be early and in place.
- Attend volunteer training events and weekly huddles.
- Communicate with your leaders (emails, availability etc.) if you cannot make it, etc.

### ***Things to know (South Park)***

- Be excited to meet someone new!
- Welcome our guests, don't overwhelm them.
- Initiate, initiate, initiate
- Walk with a guest to show them where to go, where to check in kids, where the restrooms are, etc.
- Have fun serving with others – be on mission together!
- This is a fun opportunity to meet new people and build community relationships.
- Contribute to the church's mission of hospitality and outreach.
- Personal growth through service and involvement in church activities.
- We have officers on duty if they should ever be needed.

## **GREETING INSIDE & PARKING LOT**

### ***Vision for Greeting team:***

Our greeting team is dedicated to creating a loving and inviting atmosphere for everyone who enters our church. We strive to embody the spirit of hospitality by greeting each person with genuine warmth, ensuring that everyone feels seen, valued, and at home. By actively listening to visitors and members alike, we aim to build connections, encourage community, and reflect the love of Christ in every interaction. Together, we will create a welcoming experience that encourages individuals to engage, belong, and grow in their faith journey.

### ***Skills:***

- Warm smile, eye contact, & verbal greeting!
- Alert & takes initiative in creating conversation.
- Able to direct folks in the right direction & escort them there.

### ***Key Responsibilities:***

#### **Warm Welcomes:**

- Greet everyone with a smile and personalized attention, ensuring each person feels acknowledged.
- Seek and help meet needs.
- Walk with a guest if needed.
- Take it outside the church walls.
- Talk to two people that you don't know.
- Foster relationships by encouraging interaction among congregants and facilitating introductions, especially for newcomers.

#### **Courageous Curiosity**

- Take the initiative.
- Start a conversation.

#### **Accessibility**

- Provide clear information about the church layout and services, making it easier for newcomers to navigate and participate.

#### **Team Spirit**

- Cultivate a supportive and enthusiastic team culture through regular training, prayer, and fellowship.
- Work collaboratively with other ushers and church staff to create a cohesive and efficient team, ensuring everyone is aligned with the church's mission and values.

### **Make Memorable Moments**

- Walk with a guest.
- See and help meet needs.
- Write the names of the people you meet and begin praying for them.

### ***Be prepared:***

- Please arrive on Sundays at 8:20 or 10:20 for the huddle and prepare to stay till after service (most people are interacting with this area after service).
- Wear your name tag.
- Be early and in place.
- Attend volunteer training events and weekly huddles.
- Communicate with your leaders (emails, availability etc.) if you cannot make it, etc.

### ***Things to know:***

- Stand outside the doors. Let our guests' first impression be a person and not a door!
- Wear your nametag. Let our guests know you are a safe place to ask for help.
- Welcome everyone, especially those you don't know or recognize.
- If asked for help, walk with the guest (even if it means the door won't have a greeter). This is a great opportunity to start a conversation!
- We have officers on duty if they should ever be needed.

## **COFFEE - FULL AT THE MOMENT**

### ***Vision for coffee team:***

Our coffee serving team is committed to creating a warm and inviting space where fellowship and community can flourish. We believe that sharing a cup of coffee transcends mere refreshment; it fosters conversation, connection,

and the spirit of togetherness among our church family. With each cup we serve, we aim to provide not just high-quality beverages, but also a welcoming atmosphere that encourages all attendees—newcomers and long-time members alike—to engage, share their stories, and grow in faith together. Together, we create an environment where everyone feels valued and inspired as they enjoy a moment of respite and connection.

***Skills:***

- Warm smile, eye contact, & verbal greeting!
- Alert & takes initiative in creating conversation.
- Able to direct folks in the right direction & escort them there.

***Key Responsibilities:***

**Sacrificial Kindness**

- Talk to two people that you don't know.
- Take it outside the church walls.

**Courageous Curiosity**

- Take the initiative.
- Start a conversation.

**Team Spirit**

- Cultivate a supportive and enthusiastic team culture through regular training, prayer, and fellowship.
- Work collaboratively with other ushers and church staff to create a cohesive and efficient team, ensuring everyone is aligned with the church's mission and values.

**Memorable Moments**

- Walk with a guest.
- See and help meet needs.
- Write the names of the people you meet and begin praying for them.

***Be prepared:***

- Be early and in place.

- Wear your t-shirt and nametag.
- Attend volunteer training events and weekly huddles.
- Communicate with your leaders (emails, availability etc.).

***Be prepared/Time Commitment:***

- Please arrive on Sundays at 8:20 or 10:20 for the huddle and prepare to stay till after service (most people are interacting with this area after service).
- Wear your name tag.
- Be early and in place.
- Attend volunteer training events and weekly huddles.
- Communicate with your leaders (emails, availability etc.) if you cannot make it, etc.

***Things to know:***

- Memorize conversation starters
- Be genuinely excited to meet guests and serve them
- Move fairly fast when serving coffee, but people take priority
- The goal is to create and cultivate conversations!
- We have officers on duty if they should ever be needed

## **USHERS**

***Vision for Usher team:***

Our usher team is dedicated to creating a loving and inviting atmosphere for everyone who enters our church and sanctuary specifically. We strive to embody the spirit of hospitality by greeting each person with genuine warmth, ensuring that everyone feels seen, valued, and at home. The usher team also does this by helping people find seating and striking up conversations if anyone seems to be alone. By actively listening to visitors and members alike, we aim to build connections, encourage community, and reflect the love of Christ in every interaction. Together, we will create a welcoming experience that encourages individuals to engage, belong, and grow in their faith journey.

***Skills:***

- Warm smile, eye contact, be aware of your body language.

- Authentically engage other people-be intentional.
- Be alert & take initiative in creating conversations.

### ***Key Responsibilities:***

- Take up offering.
- Help with communion traffic control.
- Help people find seating inside of the sanctuary.
- Hand out things at the door.
- Direct folks in the right direction & escort them there.

### **Welcoming Environment:**

- Seek out those sitting alone and introduce yourself.
- Appear available and avoid distracting conversations.
- We want you to own a section of the sanctuary and get to know the folks who sit in your section each week!
- Host the sanctuary as if it was your home! Welcome them, have conversations, & introduce folks to one another.
- Create a warm and inviting atmosphere where attendees feel valued and comfortable as they enter the church.
- Talk to two people you don't know.
- Take it outside the church walls.
- Ushers are responsible for guiding visitors to their seats, providing directions, and helping with any special needs or questions they may have.

### **Have Courageous Curiosity**

- Take the initiative.
- Start a conversation.
- Serve as a liaison between the congregation and church leadership, relaying important information and ensuring that policies and procedures are followed.

### **Order and Safety**

- Maintain order during services and events, ensuring that everything runs smoothly. This includes monitoring safety protocols and being prepared to assist in emergencies.

### **Team Spirit**



- Cultivate a supportive and enthusiastic team culture through regular training, prayer, and fellowship.
- Work collaboratively with other ushers and church staff to create a cohesive and efficient team, ensuring everyone is aligned with the church's mission and values.

### **Make Memorable Moments**

- Walk with a guest.
- See and help meet needs.
- Write the names of the people you meet and begin praying for them.

### ***Be prepared/Time Commitment:***

- Please arrive on Sundays at 8:20 or 10:20 for the huddle and prepare to stay till after service (most people are interacting with this area after service).
- Wear your name tag.
- Be early and in place.
- Attend volunteer training events and weekly huddles.
- Communicate with your leaders (emails, availability etc.) if you cannot make it, etc.

### ***Things to know:***

- Check in with the usher leader at the beginning of morning for your assigned spot.
- Be aware of the countdown before service.
- Ear plugs, giving envelopes and children's coloring pages are available at the usher station.
- Make your way to back to collect offering towards the end of service (When it's mentioned by Doc)
- Wait for your leader or police officer to take offering to the back
- We have officers on duty if they should ever be needed

## **EMERGENCY RESPONSE TEAM**

### ***Vision for Emergency Response Team:***

The Emergency Medical Response (EMR) Volunteer Team is dedicated to providing immediate medical assistance and support during church events,

services, and emergencies. Team members work collaboratively to ensure the safety and well-being of the congregation and visitors in the event of a medical emergency.

***Skill:***

- Degree or certification in a medical field and/or Certification in First Aid and CPR (required).
- Previous experience in a medical or emergency response role (preferred).
- Strong communication and interpersonal skills.
- Ability to remain calm, quickly, and efficiently in high-pressure situations.
- Commitment to serving the community and ensuring the well-being of others.

***Key Responsibilities:***

1. Emergency Care:
  - Provide first aid and initial medical interventions in case of injuries, health episodes, or emergencies.
  - Assess the needs of individuals requiring medical attention and respond accordingly.
2. Event Support:
  - Attend church events and services to provide on-site medical support.
  - Monitor the health and safety of attendees, proactively identifying potential issues.
3. Documentation:
  - Keep accurate records of any medical incidents, interventions provided, and follow-up actions taken.
  - Report incidents to church leadership, identifying areas for potential improvement in response protocols.

**Welcoming Environment**

- Create a warm and inviting atmosphere where attendees feel valued and comfortable as they enter the church.

**Team Spirit**

- Work alongside other team members and church staff to coordinate responses during emergencies.
- Communicate effectively with church leadership and emergency services when necessary.

### ***Be prepared***

- Please arrive on Sundays at 8:20 or 10:20 for the huddle and prepare to stay till after service (most people are interacting with this area after service)
- Sit in the specific Emergency Response seat in the sanctuary.
- Wear your nametag.
- Attend volunteer training events and weekly huddles.
- If you have a medical bag, please bring it.
- Participate in regular training sessions to stay updated on first aid techniques, CPR, and emergency response protocols.
- Maintain familiarity with church facilities, including layouts, emergency exits, and locations of first aid kits and defibrillators.
- Maintain order during services and events, ensuring that everything runs smoothly. This includes monitoring safety protocols and being prepared to assist in emergencies.

### ***Things to know:***

- We have a specific, reserved seat for you in sanctuary so you can be easily identified if needed
- Be aware of the countdown before service
- Ear plugs, giving envelopes and children's coloring pages are available at the usher station if needed
- We have emergency response medical kits under the coffee bar. Please grab it at the beginning of your serving shift and carry it into service.

## **NETWORK AMBASSADOR**

### ***Vision for Network Ambassador area:***

A Next Step Ambassador is a key serving role that intentionally initiates conversations on Sunday morning to welcome new people, connect disconnected people, and help every person take their next step in their relationship with Jesus.

***Skills:***

- Be friendly, welcoming, a good listener, & ask good ice breaking questions (How did you hear about FHC?).
- HEART for the VISION — You want to see heaven come to Charlotte, one person at a time, by
- helping the next person take their next step in their relationship with Jesus
- WALK THROUGH A CROWD SLOWLY — John Maxwell says that leadership is the ability to walk through a crowd slowly. The goal of this role is to prayerfully walk around in the atrium and sanctuary to find and serve people who are NEW, NOT YET CONNECTED, or IN NEED
- EMPATHY: You are not a salesman. You are a shepherd. You listen, ask questions, and care for our congregation. Our goal is for people to feel seen, known, and loved.
- CONNECTOR: You do not have to become everyone's best friend. We want people connected to 5+ people at our church. Your job is to connect them with their next step.
- INVITER: There will be times when you have the chance to invite someone into your community. This can be done by inviting someone to sit with you at church, to a meal or coffee, or to a FH event or group.
- DISCERNMENT: You will need discernment in three specific categories: Discernment to say "No": We asked you to be a Next Step Ambassador because you love people and have excellent people skills. That means that there will be many times when lots of your friends want to talk to you. If you are serving as a next step ambassador, be willing to tell them that you are focused on finding new, disconnected, and hurting people for the next few minutes (15 minutes before, 15 minutes after services). Plan to
- connect with them a bit later. Discernment to find the next person: We are looking for new, disconnected, and hurting people. Discernment to help them take their next step: See list below for this

**Key Responsibilities/Purpose:**

- HOSPITALITY: Create a culture of hospitality that permeates Forest Hill

- LOVED: Help the next person who enters on Sunday feels seen, known, and loved
- NEXT STEP: Help new guests and disconnected members take their next step in their relationship with Jesus

## **PRAYERFUL / SPIRIT-LED:**

- PRAYERFUL / SPIRIT-LED: Discernment is directly connected to being prayerful and spirit – led.
- Throughout the week, and on your drive to church, take time to pray and prepare your heart.
- Ask God to connect you to your one person that needs to take their next step.

## **Specifics**

- WHY: To help the next person take their next step in their relationship with Jesus.
- WHEN: 15 minutes before and 15 minutes after service
- WHERE: Lobby, sanctuary, and near the kids check-in area (you are empowered to roam)

## **HOW:**

- 1: Be prayerful.
- 2: Walk through the crowd slowly.
- 3: Find someone who is new, disconnected, or hurting.
- 4: Introduce yourself. Get to know them. This step can take as long as you want.
- 5: Help them take their next step
  - How to help them take their next step
- Prayer
- QR Code
- Invite
- Invite them to sit with you
- Invite them to coffee or a meal (same gender only, or alongside your spouse)
- Invite them to a FH Event (same gender only, or alongside your spouse)
- Invite them to a FH Group
- Invite them to serve at FH (be cautious about this, don't want it to feel like sales)

## **Connect**

- Introduce them to someone on staff
- Introduce them to someone in the church that you think they would connect with
- Introduce them to our care resources
- Inform newcomers about church services, programs, and events.
- Offer printed materials or brochures about church activities and membership.

## **Tools**

- Create some conversation starter tools
- Provide a very short overview / recap to Spiritual First Aid
- Care tools

## **Directional Support**

- Guide attendees to various areas of the church, such as worship services, classes, and restrooms.
- Answer any questions about the church layout and facilities.

## **Collecting new guest info**

- Assist with collecting visitor information through QR code.

## **Team Spirit**

- Cultivate a supportive and enthusiastic team culture through regular training, prayer, and fellowship.
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## **Make Memorable Moments**

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