



POSITION DESCRIPTION – FIRST IMPRESSIONS DIRECTOR

REPORTS TO: Ministry Manager / Location Pastor

PURPOSE: To lead a flourishing First Impressions Ministry

DIRECT STAFFING SUPERVISION:

- NA

PRINCIPLE RESPONSIBILITIES:

- 1) Ensure the soul-to-soul care of all coaches and leaders in your ministry area
- 2) Identify and Develop leaders in your ministry area through the leadership pipeline
- 3) Oversee a positive Church experience for all attendees by leading a passionate and unified group of volunteers
- 4) Oversee the coaches of the Host Team, A-Team, Hospitality Team, and their function in services and events

SPECIFIC RESPONSIBILITIES:

1) Ensure the soul-to-soul care of all coaches and leaders in your ministry area

- Personally ESPN your Coaches and support them growing spiritually and in their leadership
- Ensure that your Coaches are loving and supporting their Leaders through ESPN
- Ensure there are quality huddles for the Coaches and Leaders in your ministry, making sure they are a great soul to soul, equipping experience

2) Identify and Develop leaders in your ministry area through the leadership pipeline

- Identify new leaders and facilitate the apprenticing of new leaders at every level in your ministry area (including shadowing plans)
- Ensure and facilitate the equipping of existing leaders through quality huddles at every level in your ministry area
- Create a culture of continuous coaching conversations for the coaches and leaders in your ministry area

3) Oversee a positive Church experience for all attendees by leading a passionate and unified group of volunteers

- Ensure team member huddles are run for all the members of this ministry according to the pre-determined rhythms (these can change from year to year)
- Partner with your coaches on recruiting for our Hosts, Hospitality and A-Team
- Lead Core Team Meetings regularly using the training card as a guide

4) Oversee the coaches of the Host Team, A-Team, Hospitality Team, and their function in services and events

- Ensure the Host Team, A-Team and Hospitality Team have clear procedures and are running smoothly
- Supervise, train and support the coaches of the Host Team, A-Team and Hospitality
- Ensure the AAPS process of onboarding new volunteers is followed
- Work closely with the Service Production Ministry and the Events Manager
- Plan annual budget (hospitality) in consultation with our Business Manager and manage this budget throughout the year

COMPETENCIES:

- 1) **Vision Casting:** Cast a vision that motivates and mobilises the teams in your Ministry Area.
- 2) **Collaborative Leadership:** Engage key leaders and influencers to strategize together in leading your Ministry Area.
- 3) **Amplify C3 Powerhouse Culture:** Model and communicate the culture and core values that shape C3 Powerhouse to your Ministry Area and the wider church.
- 4) **Identify and Develop Leaders via Leadership Pipeline:** Continually identify potential leaders and invest in them through apprenticing, ongoing feedback and Huddles.
- 5) **Coaching Conversations:** Provide feedback and evaluation that increases ministry effectiveness and leadership confidence.
- 6) **Strategic Problem Solving:** Accurately assess a situation, think strategically (including others) and arrive at a positive resolution to difficult or complicated challenges.

FIRST IMPRESSIONS VALUES:

- Friendly
- Helpful
- Excellent