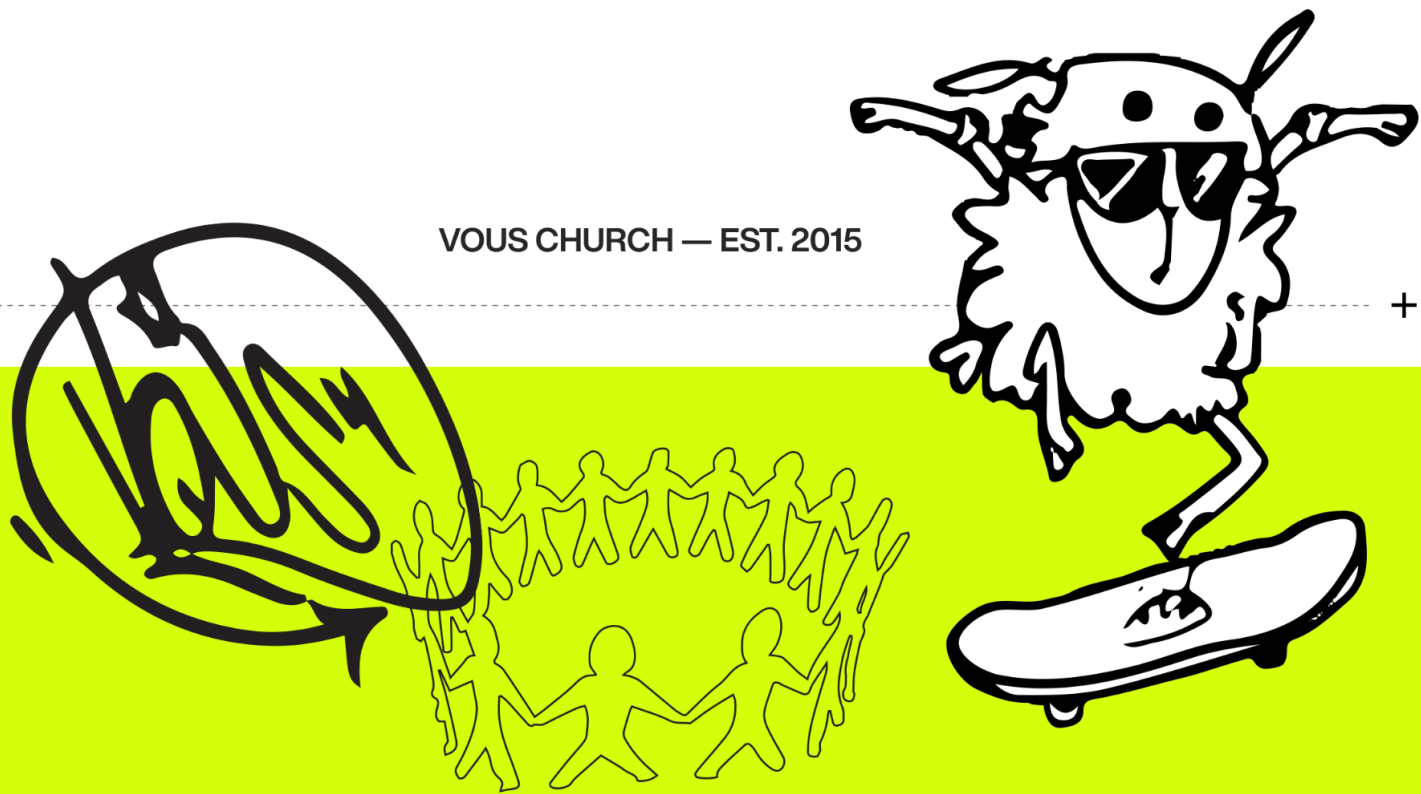


+ SOMI PLAYBOOK — 2022 +

[CONNECT CORNER]

VOUS CHURCH — EST. 2015



IF YOU'RE TOO BIG TO SERVE — YOU'RE TOO SMALL TO LEAD

Dear Friend,

Welcome to the VOUS Church Family!

We are honored that you have expressed interest in being a part of the team. We truly believe that when we push aside our personal preferences to serve the local church the world can be forever changed by the love of Jesus. We are called to serve like Jesus did and it is an honor to be a part of the story He is telling throughout history. We make no apologies for being over the top thrilled to pour out our very lives to share the message of Hope found in Him.

We love the way Romans 12 states it:

“So here’s what I want you to do, God helping you: Take your everyday, ordinary life—your sleeping, eating, going-to-work, and walking-around life—and place it before God as an offering. Embracing what God does for you is the best thing you can do for him. Don’t become so well-adjusted to your culture that you fit into it without even thinking. Instead, fix your attention on God. You’ll be changed from the inside out. Readily recognize what he wants from you, and quickly respond to it. Unlike the culture around you, always dragging you down to its level of immaturity, God brings the best out of you, develops well-formed maturity in you.”

We believe as we fix our eyes on Jesus even the most ordinary tasks become worship to our God! He takes our daily lives and flows His love through all we do! This manual has been created to help you with any questions you might have and to instruct you in some of our procedures and responsibilities. Don’t hesitate to reach out if you have any questions. We want you to know that we are thankful for you - welcome to the family!

The best is YET to come!

A handwritten signature in cursive script that reads "Rich + DC".

Rich & Dawnchere Wilkerson

Lead Pastors, VOUS Church

VOUS Mission

To bring people that are far from God close to God.

VOUS Values

Jesus: Is Our Message

The purpose of VOUS Church is to share the hope of Jesus. Jesus is our message. We are Jesus people, not religious people. Methods will come and go, yet our message will remain the same.

People: Are Our Heart

Our heart is for ALL people. All people are loved by Jesus. We make no apologies for being specifically focused on reaching those far away from God. We desire to bring the broken home at all costs. We believe that our light is best seen in the night.

Generosity: Is Our Privilege

Generosity is about giving more than what is required. We see generosity as a privilege. We're generous with our time, talents and treasure. We go first in our giving. God has given richly towards us, it's our honor to give back to Him.

Excellence: Is Our Spirit

We are going to always do the best with what we have. We're on time, engaged and prepared. We don't do things halfway. If we're gonna do it, it's to the best of our ability.

Servant Leadership: Is Our Identity

If you're too big to serve then you are too small to lead. We believe the greatest leadership is service to others. Every leader is a servant first. From the parking lot to the pulpit, everyone serves. Every role is different but they are all important. If you ain't helping, you ain't helping!

Honor: Is Our Calling

We are vocal with our honor, meaning we are not stingy with our words. We submit to leadership and are thankful for spiritual authority. We choose joyfully to submit to those God has placed over us. We honor and care for those God has placed under us.

Passion: Is Our Pursuit

Everything we do, we do it with passion. From our worship to our service we do it with Holy Spirit Energy. Passion drives us. Passion for Jesus. Passion for people. Passion for His church.

VOUS Leadership Motto

I am a leader

I am a person of influence

Today I choose to be a blessing

With God's help, there is nothing that I cannot do

Instead of being reactive, I will be proactive

I know the answer

I am the solution

VOUS Spiritual Formation

Encounter: That you would learn the spiritual journey God has for each of us - to encounter Jesus,

Establish: That through your team, you would connect to and help foster a community,

Equip: That through your team you would continue to discover your personality and gifts at work, see how they point to your purpose in life and your best fit in your ministry while also equipping the members on your team,

Empower: That through your team you would be able to connect to the other opportunities at VOUS to live out your purpose and use your gifts serving others and also empowering those on your team

4 Realms of Influence

As a Team Leader your influence goes farther than you know. Understanding the influence you have in the different realms of your life is important so that you can continue to help to grow the church and push it forward.

These 4 Realms of Influence are:

City - People in Miami: The city is not going to come to us and we influence them by encouraging them to come into our world. What relationships do you have outside of the church?

Crowd - People in Church: The crowd are the weekly attendees who are not on team but show interest by being in the room. As a team leader, you help shape the face of VOUS. We influence them by modeling what it looks like to be a part of the church not just by our words but by our actions. Does what you do reflect what you believe and value?

Church - People on Team: The church are the people who showed increased commitment by

signing up to be a part of what we are doing. Learn what people need so that you can help them grow. We influence them by coaching them through celebration and correction. Are you having developmental conversations with those you lead?

Core - Key Servant Leaders: The core are the relationships with the greatest investment and greatest return. These are the faithful and reliable people on team. The Core builds the Church, the Church impacts the Crowd, the Crowd reaches the City. We influence them by holding them accountable. Do you know who your key servant leaders are and are you investing in them?

LEADERSHIP LAYERS

We lead more effectively when we know what is expected of us. Clarity on the roles in each Leadership Layer helps individuals lead confidently. What are you empowered to do? What are you entrusted with? Who do you report to with successes and challenges? The descriptions below help leaders stay in their lane and thrive in their leadership. 4 leadership layers exist at VOUS across ALL Departments. Below are the layers and their descriptions.

Coordinator Responsibility: Develop Leaders and strategy within selected ministry (i.e. Kids, Worship, Production)

Additional note: Coordinators can be either Staff or Servant Leaders

Expectation: Develop Leaders + present strategy

Team Leader Responsibility: Oversee an entire ministry area (i.e. parking, audio, legends)

Expectation: Develop Leaders

Service Leader Responsibility: Facilitate the process within a ministry team (i.e. 10am Welcome Team)

Expectation: Prepare SLs to execute the ministry plan

Servant Leader Responsibility: Execute the ministry plan

Expectation: Serve people and recruit more SLs

Luke 12:48 MSG

"From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked."

Responsibilities and Expectations Expanded:

Team Lead

WHO YOU REPORT TO: Your Coordinator

YOUR PURPOSE: Lead the Charge // Facilitate the process within a ministry area

YOUR MAIN FUNCTIONS: Delegate details and Oversee Game Plan

SETTING GOALS: Create Goals for Team

LEADERSHIP DEVELOPMENT: Develop Service Leaders

EACH LEADER REPRESENTS THE WHOLE TEAM

When you step into a leadership position you no longer represent only yourself. Your attitude, actions and integrity are a walking billboard seven days a week for our church community. Be aware that even when you don't think others are watching, you are setting an example.

DISCUSSIONS ARE FOR DECISION MAKERS

When we discuss issues we discuss them with the appropriate people who can actually make decisions regarding the issue.

LEADERS GO FIRST

As leaders at VOUS Church we set the tone for those we lead by exemplifying that which we expect. We arrive before other team members, we have a can-do attitude and are willing to not just talk the talk but walk it out. Be aware that much more important than what you are saying are the actions and attitude with which you lead.

INSPECT WHAT YOU EXPECT

When you give a task be sure to follow up with clear feedback. We are robbing team members of growing by not celebrating the wins and explaining what they could improve. There should be a good mix of both. Without followup there is no opportunity for growth. Confrontation is a healthy and necessary part of leadership.

LEADERS WORK WITH MARGIN

Rosters, confirmation and team calendar updates are to be done in advance so that team members can plan their schedule accordingly. No need to rush and pull something together when we could plan a month out and enjoy the process. Rosters should be done a minimum of two weeks beforehand. Purchase Requests must be turned in a minimum of two weeks before needed.

LEADERS OVER-COMMUNICATE

Leaders understand that we speak the culture not just think it. We check, double-check, and triple-check for important details and confirmations to ensure we as a team are prepared for our responsibilities. We teach others how to speak and think the culture. With rosters we prepare weeks in advance but then reconfirm the week of to be sure.

BE A PEACEMAKER

You are not a pot stirrer. You are a peacemaker. A listener. A truth speaker in love. A criticism killer. A gossip squelcher. A defender of those in leadership. Leaders always understand there are two sides. Before you react to a conversation, consider both sides to the story and remember we are all on the same team.

ASK BEFORE YOU CORRECT

No matter how much of the story you know, as a leader, always ask what happened before you correct. Listen to hear, do not listen to respond. Then respond with respect, speak the truth in love and make it clear what your expectations are for moving forward.

A PROBLEM IS A GREAT OPPORTUNITY FOR A SOLUTION

Leaders are not intimidated, frustrated or overwhelmed by unexpected problems. Instead they put all their energy and focus toward finding a solution. Getting a “no” is not the end of the story. We keep seeking, thinking, collaborating and hustling until we make it happen. Sometimes the best solutions emerge just minutes before the deadline, so we don't give up and we let our joy be our strength.

EMBRACE EXCELLENCE NOT EXCUSES

Leaders do not make excuses but instead are committed to teach the culture. Taking the time to RSVP, communicating lateness, using CCB etc. is a learned habit and pushback is expected from new servant leaders who are not used to the system. We don't crumble and lower our standard, we have healthy conversation to explain the why behind the what. The system does not make serving complicated, the system makes serving a success! And yes, this includes our amazing creative community

TEAM CULTURE

LEADERSHIP IS A PRIVILEGE

We don't “have” to do this, we “get” to do this. Expectations create excellence - without boundaries, deliverables and timelines we cannot progress. Standards are set so that we have a reproducible culture that represents the heart of VOUS Church wherever and whenever we may gather.

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LEADERS CELEBRATE RELATIONSHIPS

Leaders develop real relationships with team members and create a culture of celebration. Prayer requests, praise reports, birthdays, coffee dates, brainstorming sessions and dinners are just a few of the wonderful ways we are able to support and celebrate one another.

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DELEGATE BUT DO NOT DUMP

Leadership should allow others to take on tasks within the weekly schedule of teams but should not dump responsibilities without the proper training, communication and planning. Our job as leaders is to set team members up for a win, to trust them with little as they begin the journey. As they grow we continue to entrust them with more. Time proves commitment and responsibility.

LEADERS WORK WITH MARGIN

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VOUS HOUSEKEEPING

Opportunity, Responsibility, Accountability

Luke 12:48 MSG

"From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked."

Great gifts mean great responsibilities; Greater gifts, mean greater responsibilities!

At VOUS, we are committed to knowing what we are doing, but also being aware of what we're not doing. Both are crucial!

We have ONE vision at VOUS - To bring people that are far from God, close to God. Division begins when there are two different visions happening. We don't want to do a bunch of good ideas, we want to do a few God ideas.

Here is what we focus on as Servant Leaders of VOUS Church:

We Think Like A Leader

- Leaders are always thinking about involving people
- The tasks we are responsible for are not just about the work. They are a way to involve and minister to people
- We are called to maximize what is around us and what is given to us

We Build Team

- We are a Servant Leader lead organization
- We should always be at a point where we need more people
- People's investment heightens with their involvement

We Understand Our Culture

- We're committed to and promote our ministry model
- VOUS Church is not "pick up" sports. We are a real team with real plays.
- There are 2 forms of ministry at VOUS Church - TEAMS and CREWS.
- Some things we need to know about Teams
 1. We don't start teams without approval
 2. We don't do a Team meeting without approval. It's not about control, we're just trying to run the plays that have been designed.
 3. Changing language always needs approval
- Some things we need to know about Crews
 1. People can't start a crew without approval
 2. People can't do whatever they want in their Crew
 3. Crews and their leaders need to be connected to church

Communicate, Enforce and Represent our Position

- If we want people to flourish, we have to focus on these things
- We have a choice - we can choose to withdraw from or deposit to

Team Structure

- **Service Team** - Each team is composed of multiple service teams. There is a service team for each service at your location (e.g. 10:00 AM Team, 12:30 PM Team, 6:00PM Team).
- **Team Leads** - Create strategies to advance the ministry plan for the location as a whole. This includes ensuring team schedules are sufficient and overseeing team functionality.
- **Service Leads** - Oversee service teams to optimize the execution of the ministry plan. This includes helping Servant Leaders find replacements and helping grow the roster to optimal size.

Serving on Sundays

- **Team Huddles** - During huddles teams are able to connect, share important information, celebrate praise reports, and pray for any needs. These are key moments of connection and builds strong team continuity.
- **Team Rally** - At team rallies, all Servant Leaders gather together with the Servant Leaders of their location to be encouraged, stay informed about what is coming up in the life of VOUS Church and set the atmosphere for the day. Team Leaders are

responsible for sharing the meeting information for team rallies each week. Team Rallies last about 15 minutes.

Scheduling Day

- Team Leaders are responsible for creating and sending schedules to the team on Scheduling Day using **Community Church Builder (CCB)**.

Response to Service Requests

- Communication is key within any team or organization. It is much better to lean more on the side of over-communicating rather than under-communicating. The expectation is to have all servant leaders being responsive to service requests as soon as they possibly can. A responsive team is a healthy team.

Basecamp

- Basecamp is a virtual workspace that we use church-wide to brainstorm, assign tasks, and communicate information with our Servant Leader base. Team Leaders are expected to maintain a workspace within the VOUS Church Basecamp dedicated to the specific needs of the team.

VOUS CREWS

- Team Leaders are also active in Crews. Coaches are expected to attend a minimum of four (4) Crews per szn.

Midweek Serving

Team Leaders should plan for key events that take place during the midweek.

- **Team Night** - Once a szn.
- **Heart & Soul** - Once a szn.
- **Team Conference** - Once a year in October
- **ILMC** - Once a month
- **VOUS Girl** - Twice a year
- **Prayfirst**- 21 days of prayer and fasting happens twice a year. Each 21 days has 2 Prayfirst gatherings. A total of 4 in the year.
- **VOUS Conference Preparation** - VOUS Conference happens once a year in July, but it requires months of preparation from all teams. Team Leaders should expect to be involved in VOUS Conference preparation and to play an active role at VOUS Conference.

Description of team

Our team revolves around people being our heart. We care about people. We are the first connection point for people to be activated at VOUS Church and we want to make people feel welcomed and comfortable. We want to help people feel at home at VOUS. We are the first point of contact after experiencing service. We connect guests to their next steps at VOUS. Our job is to resource the individual.

Optimal Size of team / services

10 AM - 8

12 PM - 8

6 PM - 6

Call Times and huddle times for each service

AM BLOCK CALL TIME - 8:45 AM

AM HUDDLE - 9:05 AM

PM BLOCK CALL TIME - 4:45 PM

PM HUDDLE - 5:05 PM

Glossary of Terms:

Questions to Ask:

- Where are you from?
- How did you find VOUS Church?
- What did you think of service?
- Do you know about VOUS Crews? / Are you currently in a VOUS Crew?
- Have you graduated the Growth Track?

- How can I pray for you?

Be Mindful of:

- Carrying VOUS Culture in each conversation
- Walking guests to locations instead of pointing
- Directing guests to our VOUS website if you are unsure of the response to a certain question

Equipment needed to serve

- White tents (2)
- Turf (2)
- Lights (2)
- Tables (4)
- Extension Cord (2)
- Connect Cards
- Prayer & Praise Cards
- Bibles (Spanish and English)
- Pens
- Gift Box Assembly
- Trays
- Road Cases
- Plants
- Hand Sanitizer

Load In and Load Out

- All of our supplies are stored in the OPS Room. Load In Team will retrieve supplies for set up from our road cases.
- Load out team is to return our supplies to their designated road case post 7:15PM Service.
 - 4 Drawer Road cases include (2):
 - Connect Cards

- Prayer & Praise Cards
- Bibles (Spanish and English)
- Pens
- Gift Box Assembly
- Trays
- Road Cases
- Plants
- Hand Sanitizer
- Large Road cases include (2):
 - White tents (2)
 - Turf (2)
 - Lights (2)
 - Tables (4)
 - Extension Cord (2)