RECRUITING

- Team leaders and members are encouraged to recruit their friends and new people in the church.
- Big picture of teams must be kept in mind when recruiting
- Questions to ask a person when asking them to join your team:
    - Are you currently on a team?
        - If so, this would be a good place to stop in the recruiting process and encourage the person in their current team.
        - If they are not, the proper next step is to ask if they have completed the Next Steps class.
            - If they have, encourage them to go to northwood.church/teams to fill out an online app.
            - If not, encourage them to go to the class. Class is typically held on the 3rd Sunday of each month.
            - Make a note to follow up with them on whatever next step is needed so they can become part of your team.
- What not to do?
    - Try to persuade a person who is currently on a team to join your team.
    - Add a person to your schedule before processed/approved by Admin Dept.

ONBOARDING

- Application
    - The following departments are assimilated by apps:
        - NC Kids
        - Hospitality
        - Creative
        - Security/Medical
    - Must be filled out when initially joining the team either from Next Steps class or online app.
    - When changing teams they must fill out a new online app to transfer from one team to another.
    - All applications go to Admin Dept and are put through the approval and assimilation process.
- Admin Dept
    - Receives all apps from Next Steps class and/or online and distributes according to team needs.
    - New team member info is sent to Coordinators who will then communicate with team leaders on assimilating the new team member through Process Queues.
    - Communicate with the Coordinator on the status of new team members.
    - Coordinators/Team Leaders will update Admin Dept. through Process Queues when a person has completed orientation and is ready to be added to schedules.

SCHEDULES

- Video tutorials & training are available for leaders online at northwood.church/resources
- Team Leaders:
    - Work within MyNC to send & manage schedules.
    - Manage declines and make rearrangements when needed in their Schedule Grid.
    - Communicate with the Admin Dept. when someone is added/removed from the team.
- All team members can view schedules to know who they will be serving with on their week.
- Group Rosters:
    - Leaders maintain & update Team group rosters.
- Coordinating family members:
    - Keep this in mind when moving or rearranging people in your schedule.
    - The ABCD Teams shared Google Drive spreadsheet is used by Coordinators & Team Leaders to reference where other family members are scheduled & coordinated. Admin uses this to create schedules every 2 months.
    - If you must move a family member off the coordination of ABCD be mindful not to move the same person frequently.

SWAPPING TEAM MEMBERS

- If people call out on a Sunday, try to replace them with someone within that same month.
- It is important when someone calls out that they still serve during the month (taking the place of the person who serves).
- Send out a message to see if anyone would be able to come to serve for the missing person.

LEAD APP

- Available for download to Coordinators, Team Leaders, and Group Leaders
- What it does:
    - Communicate to your group by:
        - Message, this is the same as sending an email.
        - Group text, this feature is called Twext; members can't reply.
            - Twext does not indicate the sender. Always address your team in your intro of the twext and put your name at the end of the twext for identification.
    - Add (+) or remove (swipe/click to left) Team Members from group.
        - If you can't find the person to add, contact the Admin Dept.
    - Group leaders can take attendance.
    - Update profiles of team members & group members.
        - Add pictures – take it on the spot – maybe at orientation.
        - Any info changes (address, phone, etc.)
    - View schedules
    - Manage Process Queues for Team Assimilation