



Small Group Community Leader QuickStart

For Community Leaders and Associate Community Leaders

Know your sheep by name; carefully attend to your flocks; (MSG) Know the state of your flocks, and put your heart into caring for your herds, (NLT) Proverbs 27: 23

"Study and be eager and do your utmost to present yourself to God approved (tested by trial), a workman who has no cause to be ashamed, correctly analyzing and accurately dividing [rightly handling and skillfully teaching] the Word of Truth" (2 Timothy 2:15 Amp)

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NOTE: the term COMMUNITY LEADER is used in this QuickStart to mean Small Group Associate Community Leader or Community Leader.

Summary

This document is provided to you in the CL Dimensions course of Small Group University. It provides a brief description of what to do as a Community Leader or Associate Community Leader in the Small Group Ministry at Saddleback. Beginning with this summary, these pages are designed as a QuickStart to get you going.

The following summary does not describe all of the important functions – but, if you do these mechanics you can be reasonably successful.

Stay up to date on your hosts

- Are they staff verified?
- Have they taken LT-1?
- Have they taken LT-2 modules which ones?
- Have they taken 101-401?
- Has the host taken the Health Assessment?

Stay up to date on your groups

- Is the group closed? What is the host's plan for opening the group?
- Is the group meeting regularly?
- What curriculum is the group currently studying?
- Has the group taken the Health Assessment?

Have at least one quality contact* with each host once a month -

- how is their group? What are they studying? Are they still meeting on X day at Y hour? Is a, b, c and d still attending their group? Any new members?
- How are they doing? What challenges are they dealing with in the group? What can I pray for?
- What can I pray for in your life? How is your family? How is your job? How are things going spiritually?

* A quality contact is an actual two-way conversation, not an e-mail that you send out.

Have an informational contact* at least once a month –

- Here's what's happening at Saddleback
- Just wanted to let you in on the inside scoop
- Bug your AREA LEADER for this kind of info what's happening, what's coming up?

* An informational contact is when you send the host an email, even if it's asking for an update.

At a minimum, see each host in person at least twice during the year:

- SMALL GROUP HOST GATHERING (arrange ahead of time to meet with your hosts)
- LT-1 (pop-in and greet your hosts that are taking the class)
- LT-2 classes (those you teach and others that your hosts attend)
- At church (between services)
- Host huddle/potluck (an event you plan and schedule to get all your hosts together with you)

Use **Group Manager** to keep notes on all of your contacts:

- Contact Log indicate the type of contact attempted and if you were successful in contacting the host. Also note anything about the host that you would like to remember as you build a relationship with them.
- Group Notes note what you learned about the group from your contact: changes in the group, challenges discussed, group prayer requests, "coaching moments," etc.

All new Associate Community Leaders and Community Leaders are enrolled in Small Group U. This is our fundamental training. If you received this, and haven't been enrolled in Small Group U., bug your AREA LEADER to get enrolled.

Get **COMMUNITY LEADER Goals** from your AREA LEADER to see more specific goals for the year.

Attend all **Team meetings** because this is how we all stay connected in the ministry.

Serve at **Small Group Life on the Patio**. This is the information table for small group hosts, members, and potential members. It's located immediately to the right of the Pavilion bookstore and is the first section under the "awnings" at the back of the Patio. This is the perfect training ground to quickly learn more about the small group ministry and to get practice with your groups. You'll get the opportunity to serve regularly after the service you normally attend.

Introduction

The Small Group Ministry Team

The Small Group Ministry Team cares for, trains, supports and helps the over 2,500 Saddleback Church small group hosts leading small groups in homes, restaurants, coffee shops and businesses in over 90 cities in Southern California.

Starting with Steve Gladen who is Saddleback's Small Groups Pastor, we have over 200 Area Leaders, Community Leaders, and Associate Community Leaders providing small group care. Small groups are clustered for care under the affinities of Men, Women, Singles, Couples, College-age and Workplace. Couples small groups are additionally clustered by geographic areas.

Small Groups

Small groups are an integral part of the foundation of Saddleback Church because we are a church **of** small groups, rather than a church **with** **Small Group Vision - Why We Are Here** To see every person, from the core of our church to the ever-growing community, connected in a healthy small group.

small groups. Small groups are where our big church becomes small and personal; where spiritual growth and life transformation happens rapidly, and where the life of the church body gets lived out. So, to have solid, steadfast small groups is to have a solid base of growing believers upon which the church

Mission - What We Do

Help spiritual seekers become transformed believers who model Purpose Driven Lives and motivate others to do the same. can accomplish the Great Commandment and Great Commission.

It is what you are part of

We believe that everyone should know what he or she is a part of. You should know who you are, whose you are and a lot about the ministry that God has called you to. Of course you're part of the body of Christ, part of Saddleback Church, and involved in the Small Group Ministry. Small groups are where you serve the Kingdom and where you play a critical role in building the foundation of the church. It starts here.

If you do the work that God is calling and equipping you to do, you can play a role in Jesus bringing forth his Kingdom. You can be used by Him to plant and

water the seeds that the Holy Spirit will use to draw people to Christ and to grow

The Great Commission

"Go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you." Matthew 28:19-20 them in their Christian life, to help them discover how God has shaped them for ministry and to use those gifts in helping accomplish the Great Commission (Matthew 22:37-40) and the Great Commandment (Matthew 28:19-

20) from Jesus. We believe that God has called you to that task.

Leadership Development

Small Group University is our means of helping you develop as a leader in this ministry. We have a number of required and elective courses to get you going and growing as a member of this team, and they are all tied into the leadership pathway for small group ministry leaders. Ask your Area Leader for course descriptions for Small Group U. or call the Small Groups receptionist at 949.609.8701.

Every month your Area will also meet as a Leadership team to grow together spiritually, to grow in skills and to pray for God's help in accomplishing the task he has called us to do. When we gather together as a Leadership team, we are making that time an offering, a sacrifice, to him - of our time, of our priorities, of our dedication.

QuickStart

What does a COMMUNITY LEADER do?

1. You're a servant to small group hosts

Your job is to serve the hosts of the groups entrusted to your care. As a servant, you help them in any way possible. You are their direct contact and support from Saddleback Church. Think of yourself as a shepherd of shepherds. The shepherd watches the sheep, guides them, guards and protects them, makes sure they have food. A shepherd of shepherds does the same thing with the shepherds of many flocks.

2. You become a friend and spiritual partner to the host

You are a friend to them, providing encouragement, support, friendship, and partnership so they realize that they have someone with them, they're not alone.

3. You help the host through challenges in their group

You help them through the difficult moments in their group, like dominant or Extra Care Required (ECR) people, people issues, slow or no growth issues, concerns of the host or other times of crisis.

4. You help the host take advantage of Saddleback resources

You are Saddleback Church to the host. Anything they might want from Saddleback comes through you.

- Do they need counseling? You connect them with the right person in Pastoral Care.
- Do they have a member who needs Celebrate Recovery or one of Saddleback's Support Groups? You refer them as needed.
- Do they need answers to theological questions? You get the answers for them from available resources or from Saddleback pastors if necessary. Over time, you will learn those answers.
- Do they need to use facilities, materials, training, staff or do they just have a question? You will either know, or get, the answer for them.

5. You help the host select curriculum

Take some time to learn about the curriculum – what do groups like, what suits groups at particular stages, which are the most popular studies, which curriculum fits which purposes, what are good short studies, what are good in-depth Bible studies, which are good for new believers, which are perfect for spiritually mature groups? What are other, approved, non-Saddleback curriculum resources? What are some of curriculum resources to stay away from?

6. You **coach the host** on how to grow their group in health

Look for "coachable" moments – the host shows signs of owning the group – canceling meetings, not sharing group leadership, resenting the group; the group is doing unhealthy activities – not balancing the purposes, closed to new members for long periods of time, etc.

7. You **minister to groups** – baptisms, baby dedications, connections

You can do official Saddleback baptisms, baby dedications and connections. You can do hospital visits and many of the other things that members of your groups would want a pastor to do. You can also assist at weddings and funerals. Ask for training from your AREA LEADER for any of these activities or to accompany them when they do them.

How do you do it?

1. **Develop a relationship** through quality contacts (2-way communication)

A quality contact is really important to establish a relationship. Don't just blast the same email to every host. Instead, have conversations with them. Call them and really talk to them, meet with them at church or at other places, visit their group. Having a relationship offers a benefit to the host by keeping a large church small through personal contact and care. Just sending out emails marks you as an impersonal function of a large church.

a. What do you say?

Ask them questions and lots of them. Get to know them personally, as a family member, as a believer, as the host of their small group. Who are they as a person? What's their story? How do they like hosting? What's happening in their group?

2. Meet them in person

You can meet your hosts at church between services. Ask them what service they go to and arrange to meet up with them at the Small Group Life tables on the Patio, at the Terrace Café, in the Pavilion, the baptism area or somewhere else on campus where you can sit and talk for a few minutes.

a. What do you say?

What would you say to anyone you're trying to get to know? Do a little bit of research in advance so you know what to ask them about their kids, what they're doing this week, their career, their spouse. Be sure to ask them about their group, and not just "How's it going?" Ask them questions about what you can pray for, look at your previous Group Notes so you can ask how previous issues are going, ask how they like the current study, ask what they think the group's favorite study has been.

- 3. Show them you care by getting into their lives
 - a. **Learn** about their lives, not just their groups. Who are they? Married? Kids? What kind of job? Do they like it? Are they a sports fan, do they have hobbies, what kind of family activities do they do? Where are they in their faith?
 - b. Express love by honoring their birthday, anniversary, family members' birthdays, etc. Question: who remembers your major events? Answer: people who care about you. Don't just send a bland card to recognize the host's birthday, anniversary, or other event personalize it. Use the opportunity to include an affirmative statement encourage them by pointing out something positive you have noticed about them.
- 4. Keep them in the loop info contact (1-way communication)

You want your host to know that you're letting them in on privileged, inside information early. Ask your AREA LEADER to tell you what's happening or what's coming up that you can tell your hosts. Then feed this information out to your hosts so they feel like insiders. This kind of info is okay to send in emails that you blast to every one of your hosts.

• **TIP:** Remember privacy issues when you send out emails to all hosts – either put their email addresses in the bcc: field so none of them can see all the emails, or send your email to each individually. Ask your Area Leader how to do a "Mail Merge" using Microsoft Word if you don't know how. The "Mail Merge" is preferred because you can *include a personal greeting and it looks like an individual email from you to them.*

5. Counsel and partner with them

Help them to attend Leader Training 1 (LT-1), Leader Training 2 (LT-2) modules and Small Group Host Gatherings.

- Keep track of the training each of your hosts has taken. If they haven't taken LT-1, encourage them to do so.
- LT-1 is regularly updated and is a great refresher course. Some hosts and COMMUNITY LEADERS take this course every year just to keep up.
- If the host hasn't taken at least the LT-2 Character and Health modules, encourage them to do so the next time these are offered.
- When the Small Group Host Gathering comes around, make sure they know how inspiring and valuable this event is. Then, invite them personally to meet you there.
- When you learn something about a host that is an opportunity for them to grow spiritually, tell them the truth in love. Make sure you have already established a good relationship FIRST before doing this as you must *earn* the right to speak into someone's life.

6. Provide LOTS of positive encouragement

Celebrate EVERYTHING that they do well. Every time you have a conversation with a host, note something that you have observed that is positive. In other words, let them know how much you value and appreciate them. When they have a breakthrough, congratulate them. When they tell you about something they did well in their group, tell them it was great and congratulate them. Positive encouragement tells the host that you are there to care for them, not to monitor or manage them.

In every contact you have with your host, be positive and supportive. You are their friend, and a friend is first and foremost an encourager.

7. Feed them lots of wisdom-bites (lessons from LT-1 and LT-2 in small, bite-size pieces)

Make sure that your hosts are learning what they need to know to be successful. Learning doesn't just happen in classes; it happens whenever you teach. Remember, teach often, but don't preach. Find little nuggets of wisdom from LT-1 and LT-2 and drop them into your emails and quality contacts. Over time your hosts will learn and retain. When you include a

nugget, make sure you also include a relevant verse of Scripture. God's Word is how he teaches all of us.

8. Help keep their records current

a. Keep good notes of all contacts in Group Manager – Contact Log and Group Notes. As the shepherd of shepherds, "know the state of your flocks." Know who is attending the group and make sure those people are on the group roster in Group Manager. Know what the group is studying currently and make sure that curriculum is noted in Group Manager.

Contact Log and Group Notes are your personal notes and no one can see them except for select members of Saddleback staff with special access to Group Manager.

- **Contact Log** is where you put the method of contact you attempted (phone, email, personal) and whether or not you were successful in contacting the host. Also, include the time of day you made this contact. You can also note any other details that you learn about the host that will be helpful to remember as you develop a relationship with them.
- **Group Notes** is where you detail group information. You can put as much info here as you like. This is where you describe group challenges, prayer requests, coaching moments, changes in the group, concerns you have about the group, etc. These notes give you a tremendous advantage in future contacts because they allow you to "remember" what your host told you. Don't worry; your hosts will not be able to see what you have put here.

What frequency - how often do you do this?

The frequency of contact varies by host, but generally you should have at least one quality contact monthly and one informational contact monthly with each host.

More frequent contact should be made with new groups, during campaigns, crisis in the group, unusual situations in the church or group, or whenever else there is a need for greater communication.

To make this easier to manage, we suggest you break your groups into categories using the Four P's, for the type of care they require.

Designation	Description	Type of Contact	Expected Time Allocation
Priority	New groups or groups with a current issue	Personal or Phone	
Personal	CL or ACL has developed a personal relationship with the host	Personal or Phone	80%
Phone	Veteran groups or other groups that require or request only a occasional touch by phone or e- mail	Phone or E-mail	20%
Persistent	Late adopters (non responders) with whom e- mail may be the only way of making contact	Phone Msg w/prayer or Email	

Priority care groups are brand new groups or those that are dealing with issues. Stay close to them and give them high priority for your time.

Personal care groups are those with whom you have cultivated a relationship. These hosts welcome your contacts and are interested in what you can teach them.

Phone care groups are doing well, and you have confidence in them that they are balancing the five purposes and are leading appropriate group life.

Persistent care groups are those that you have to go after because they will be highly resistive to you making contact. Just keep loving them and eventually they'll be won over.

Formal training of hosts

a. Leader Training 2 (LT-2) is taught by COMMUNITY LEADERS. That's you. These classes are taught in various places, but generally not on campus. You can have them in your home, in a friendly local business that will give you a private room, or wherever else you can fit several people for a private study. Your AREA LEADER can provide you with a complete training "kit" including laptop, projector, PowerPoint presentations, speaker notes, and student workbooks. You may want to do this with another COMMUNITY LEADER a few times to get the hang of it, or your AREA LEADER may assign this responsibility to

certain COMMUNITY LEADERS to train hosts throughout your area. If you have interest in being a trainer, tell your AREA LEADER.

b. Encourage participation. Help hosts get the benefit of training by encouraging them to attend. Training is like exercise, it's not worth anything if you don't do it. Some of your hosts may be resistant at first because they don't see the value, but you can help them understand how this training will help their group become closer and better.

Connections

- a. **Help people find a small group**. Part of your job is to help people in your geographic community get into a small group. There are several ways to do this. A prospective group member may be directed to you by the Saddleback Small Group Ministry or by your AREA LEADER. This happens often during fall campaigns, but also throughout the year.
- b. **Here's what you do.** Do the work. Don't try to sluff them off or send them on. You're their one hope.
 - i. **Get the info** from the prospect what is their zip code, which nights can they attend, do they have any affinity preferences, etc.
 - ii. **Find likely groups** go to "Group Search" in Group Manager and answer the questions for the seeker. Then write down all groups that look likely.
 - iii. **Call the hosts** of the likely groups is their group open for new members? Will they contact and invite this person? Can the seeker have the host contact info also?
 - iv. Close the loop give the prospect contact info for hosts of matching groups. Give the hosts contact info on the seeker. Ask the seeker to get in touch with you if they don't get connected into a small group.
 - v. **Follow-up** If the prospect contacts you because they haven't found a group, find out why and then try to help them.
- c. In some cases, the best answer may be to **run a "connection."** If you have a number of people looking for a group at the same time in the same area for the same or similar nights, form a new group with one of them as the host. We call this a "connection." See your AREA LEADER for specifics on this.

Accountability/Stewardship - For Associate COMMUNITY LEADERS, your work is strictly a ministry. Once you are a full COMMUNITY LEADER, if you no longer want to volunteer your time or you need the money, the church will compensate you for up to a certain number of hours.

a. Volunteer/Ministry COMMUNITY LEADERS

i. Invoice once a month – If you're a full COMMUNITY LEADER and you volunteer your time as a ministry, you need to invoice the church for each month by the first Thursday of the following month. Use the Invoice form provided by your AREA LEADER for Volunteer COMMUNITY LEADERS. Make sure the total dollar value at the bottom is zero (0). Check with your AREA LEADER for directions on where to send your invoice.

b. Non-volunteer COMMUNITY LEADERS

- i. If as a full COMMUNITY LEADER you need to bill the church for your time, you must invoice the church for each month by the first Thursday of the following month. Use the Paid COMMUNITY LEADER Invoice provided by your AREA LEADER. Send this to your AREA LEADER as they must personally sign off on your invoice.
- ii. You will be compensated for up to 44 hours per month. That doesn't mean that we expect you to work 44 hours per month, or that you'll be judged on whether or not you work a certain amount of hours per month. 44 hours is the maximum compensation there is no minimum. If you work less, fine. In any case, invoice for the exact number of hours you worked. If you work more, compensation is capped at the fixed amount of 44 hours.
- iii. Be accountable for each hour. The money that is paid to you comes from sacrificial gifts from everyday people who attend Saddleback. Don't estimate your time. You are accountable for every hour you invoice and you may be asked to provide documentation supporting each hour you are billing. The Bible says we should keep good accounts. Keep good, detailed records of your time.

Key contacts - Who do you call when you need something?

1. **Your Area Leader** (or alternate AREA LEADER if your AREA LEADER is out of reach). Your AREA LEADER should be known to you. They probably enlisted you, interviewed you, or were one of several needed to approve you for service. You should see them on at least a monthly basis and they should be communicating with you regularly.

- 2. **Small Group Ministry Customer Service 949.609.8701.** Saddleback Church has a Small Group Customer Service line that serves as the first stop in caring for your groups. This person answers the phone when someone calls the Small Group ministry team, they answer questions or route the caller to someone else, they route people looking for small groups to you for connecting and they provide many other services. Get to know this person. They are a vital partner with you in serving your small group hosts and they can serve as an information resource to you. They do not provide administrative support, however, and if you need that you can discuss your need with your AREA LEADER.
- 3. **Pastoral care.** Where do you go if you have an issue that is bigger than you? First, go to your AREA LEADER. They may help you or they may refer you to resources available through the Pastoral Care Team. Pastoral Care also administers the benevolence fund, Church counseling and other caring ministries of the church. Take time to become familiar with the Pastoral Care Team Website so that you can reference their services and contact information when church members in your groups need what they offer.

Key resources

- 1. Where to find curriculum brochure, website, etc. You can pick up curriculum brochures at the Small Group Life table on the Patio or request brochure copies from your AREA LEADER. These have helpful descriptions of the current Saddleback studies. We also describe several curriculum pathways in LT1 for hosts. A good way to get a copy of the LT1 manual is to help your AREA LEADER teach it.
- 2. When to escalate issues to your AREA LEADER. Escalate issues to your Area Leader when a host describes a problem or issue to you that has the potential to:
 - affect someone's safety,
 - affect their self-esteem,
 - affect their family,
 - cause them to not like the church,
 - damage the group, or otherwise cause a strong reaction,
 - or (not "and") if you don't know the answer discuss the situation with your AREA LEADER immediately before attempting to provide counsel to the host or individual.

Staffnet and Group Manager

- 1. **Training.** Your AREA LEADER may have given you basic training on Staffnet, however we encourage you to attend one of the monthly Staffnet classes so you'll be fully knowledgeable in the system and will be familiar with not only best practices, but requirements.
- 2. **Privacy.** Remember that you are responsible for maintaining the privacy of all information in Staffnet and Group Manager. See your copy of the Data Integrity Agreement for details. You'll also see four data integrity reminders at the login screen for Staffnet.
- 3. **Data integrity.** You also have a responsibility to maintain the accuracy of data in Staffnet and Group Manager. Report duplicate records (the same person has two or more files) to <u>dataquality@saddleback.net</u>. See further details on data integrity in your copy of the Saddleback Data Integrity Agreement you signed.

COMMUNITY LEADER Goals are available from your AREA LEADER and describe specific priorities for your Area.

Appendix 1

Raising up LEADERS

Small group Associate Community Leaders are the first rung in the Leadership ladder for small groups. They're vital players in the ministry. They're Community Leaders-in-training, much like a minor league baseball system. They're the players from which we'll select our next COMMUNITY LEADERS.

How do we find Associate Community Leaders?

Here's the process we follow in looking for new LEADERS:

- 1. Pray for God to reveal the next LEADERS
- 2. Enlist the people that God has called to serve in this ministry:
 - a. Identify prospective LEADERS by looking for key leader traits in the rosters in their Community.
 - b. Invite them to a briefing. Your AREA LEADER will set up a time and place for that briefing.
- 3. Make sure your AREA LEADER discusses each prospective leader with the Associate Director of Small Groups.
- 4. Get the latest data integrity agreement form from the Associate Director of Small Groups, have the applicant sign it and return it to him or her.
- 5. Get them enrolled in the next Small Group U. CL Dimensions course.
- 6. All new ASSOCIATE COMMUNITY LEADERS have a trial period of at least 90 days
- 7. ASSOCIATE COMMUNITY LEADERS will be reviewed every 90 days to determine if they're effective and growing.

What to look for in a prospective ASSOCIATE COMMUNITY LEADER

- Mature members who meet all host eligibility, plus LT-1 and CLASS 101 – 301, at least. It's nice if they've taken one or more modules of LT-2.
- 2. Outgoing no phone phobia.
- 3. Computer savvy. Not experts, but confidently use e-mail and the Internet on a regular basis (not AOL).
- 4. They are flexible, available and teachable.
- 5. Successful small group leader, hosting or co-hosting a healthy group

Leadership Levels

There are several levels of Leadership on the Leadership team beginning with the level just above host – Associate Community Leader:

- 1. Associate Community Leader (ACL) During the 90 day trial period we'll give you between five and ten small groups to serve. You'll get initially trained in the Small Group U. CL Dimensions course. You'll be part of the Leadership team, you'll have Staffnet and Group Manager access, and you'll be invited to all Leadership events for team building, feeding and learning. We will invest in you to help you become knowledgeable in the small group vision at Saddleback, gain wisdom in your ability to counsel small group hosts and become skilled in some of the best ways to serve efficiently and effectively. A COMMUNITY LEADER will be assigned to mentor you and come alongside you during this period. This is a volunteer position.
- 2. After the 90 day trial period, if you have achieved a degree of proficiency and are interested in having God "enlarge your territory" you will be eligible to serve more small groups, at the discretion of your Area Leader. You'll have greater access to Saddleback small group resources, we'll move you in Group Manager to just below an Area Leader except you will still serve under the guidance of a COMMUNITY LEADER. This is a volunteer position.
- 3. Community Leader (CL) After a period of serving as an ASSOCIATE COMMUNITY LEADER, if you have achieved a degree of proficiency, are interested in having God "enlarge your territory" and we have a slot available, we will consider you for candidacy as a COMMUNITY LEADER. There is an interview process for this position that includes an interview with two Area Leaders, the Pastor of Small Groups and our Executive Pastor. If you are accepted as a COMMUNITY LEADER you are given 25-35 groups, you work with a TEAM COMMUNITY LEADER, and in addition you may be assigned other specific areas of the ministry in which you are also responsible (teaching, connecting, or other aspects of care for small group hosts). While you may work with a TEAM COMMUNITY LEADER, you will report directly to your Area Leader. As a COMMUNITY LEADER, you have the option of making this a volunteer ministry or being compensated as an independent contractor for a maximum of 44 hours per month. There is no difference in volunteer COMMUNITY LEADERS and those who elect to invoice for compensation, other than financial. All other responsibility and accountability remains the same.
- 4. **Team Community Leader** This is an experienced COMMUNITY LEADER who has the gift of leadership and organization. They are responsible for their small groups, plus they come alongside several other

COMMUNITY LEADERS who are teamed with them, for equipping, encouragement, and empowerment.

5. **Community Minister** – This is an experienced COMMUNITY LEADER who has been seminary trained and is now available to serve the entire community in certain ministry functions such as officiating at weddings.