Welcome/New People Team

- New People Team - Volunteer Role Description
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- New People Team Leader - Role Description

New People Team - Volunteer Role Description

Purpose of the Role

The Welcome/New People Team helps ensure every person who arrives at church feels noticed, valued, and welcomed. They play an important role in creating a positive first impression and helping people feel comfortable from the moment they arrive. Ultimately the purpose of the team is to see people connected in to the church, through making connections on Sunday, and providing them a pathway for involvement in attendance, Small Groups, and serving opportunities.

Key Responsibilities

- Welcome people warmly as they arrive at church.
- Greet new guests and help them feel comfortable and included.
- Provide visitors and new people with a welcome pack.
- Prompt and assist new people to complete a "Connection Card" if they are comfortable.
- Assist guests with finding key areas such as the auditorium, restrooms, kids check-in, or other facilities.
- Be attentive to people who may need assistance or direction.
- Help create a friendly and relaxed atmosphere in the foyer or entry areas.
- Assist with any other welcoming or directional needs before and after the service.

Key Qualities

- Friendly and approachable
- Enjoys meeting and talking with new people
- Attentive and observant
- Reliable and punctual

Time Commitment

- Serve **1–2 services per month**
- Arrive **45 minutes before the Sunday service**

Welcome Packs

All visitors and new people attending Reside should be provided with a welcome pack upon arrival.

Please let them know that it includes some information about who we are, and how they can get connected.

What is included in a Welcome Pack (from back to front)

1. Each pack is an A5 folder.
2. Connection Card
3. Our Heart for You Booklet
4. Thanks for Joining us Card
5. Coffee Card

Connection Cards

When helping somebody complete the "Connection Card" online, there is an internal version of the form that lets the team member choose themselves from a list. This allows for the followup during the week to be assigned to the same person, to allow for continuity.

Internal Connect with Us Form

New People Team Leader - Role Description

Role Purpose

The New People Team Leader oversees the New People Team, helping ensure every new person who walks through the doors of Reside Church feels noticed, valued, and has the opportunity to be personally cared for. They lead, train and roster a team of volunteers who carry this culture each Sunday.

Purpose of the New People Team

The New People Team exists to make the first experience of Reside warm, easy and memorable. It is often the first point of contact someone has with our church, and the way we welcome people shapes whether they feel safe to come back.

Beyond a friendly greeting, the deeper purpose of the team is to help new people take tangible next steps, such as completing a Connection Card, finding a Small Group, and building relationships that draw them into the wider church family.

Key Responsibilities

Leading the New People Pathway

- Champion a warm, attentive culture across the team so that every new person feels noticed and personally welcomed.
- Oversee the flow of new people from arrival through to follow-up, including welcome packs, Connection Cards, and introductions to relevant pastors or ministry leaders.
- Actively work toward seeing new people connected beyond the New People Team, into Small Groups, serving teams, and the wider life of the church.
- Assist with the tracking and follow up of Connection Cards in collaboration with pastoral team members.

Team Development & Training

- Recruit, support and develop the New People Team volunteers.
- In collaboration with the Safe Ministry team, ensure every team member is trained in appropriate conversation, healthy relational boundaries, and Reside’s Safe Ministry practices before they begin serving.

Rostering & Coordination

- Complete rostering of volunteers.
- Ensure welcome packs, signage and resources are available and replenished as required.

Sunday Services

- Serve as the key point person for the New People Team before, during and after the Sunday service.
- Briefly gather the team before service to pray, share key info, and set the tone for the morning.
- Personally engage with new people where appropriate, modelling the kind of contact the team should make.
- Troubleshoot practical issues and communicate clearly with other team leaders as needed.

New Friends Lunch

- Host a New Friends Lunch once per term as a relaxed next step for new people to meet others and connect more deeply with the church.
- Coordinate catering for the lunch, including menu, dietary requirements, set-up and pack-down.
- Manage invitations and RSVPs, identifying new people from recent weeks and personally inviting them to attend.
- Create space during the lunch for the Senior Pastor or their delegate to share about the heart, vision and pathways of the church.
- Follow up with attendees afterwards to help them take their next step into Small Groups, serving teams or other areas of church life.

Key Qualities

We are seeking a leader with:

- A genuine heart for all people.
- Warm, approachable and attentive, naturally observant of people on the edges.
- A relational leader, capable of gathering, training and empowering a team.
- Organisationally capable, able to manage a roster, communicate clearly with volunteers, and keep details on track.
- An understanding of and commitment to Safe Ministry practices, healthy boundaries and appropriate conversation.
- A desire to serve the greater mission of Reside, and a heart open to input and feedback from other ministry leaders.
- Aligned with the vision and values of the church.

Time Commitment

- Serving at Sunday services on a regular basis (in line with the team roster).
- Arriving at least 45 minutes before the service begins.
- Approximately one to two hours of administrative, communication and rostering work per week.
- Attendance at relevant team and leadership meetings.

Support & Accountability

- Oversight by the Executive Pastor.
- Works in collaboration with other ministry leaders to support the connection of new people across the church.
- Supported by the wider New People Team volunteers.