

RADIUS **serve**

EPOD

Updated June 2026

PURPOSE

Serve Teams at RADIUS Church exist to **connect** with each person, **discover** where they are in their journey and **guide** them toward taking their next step. Serve Teams create welcoming and attentive environments that support worship, connection, and discipleship. They are often the first place people experience the culture and care of RADIUS Church.

Serve Teams are a key on ramp into belonging and discipleship. Many people join a Serve Team while they are new to the church, exploring faith or before they know the Lord. Because of this, Serve Team Leaders are expected to function as shepherds of their teams, caring for people personally, paying attention to where they are spiritually and helping them take appropriate next steps, either directly or through a thoughtful connection to another leader or ministry.

SUCCESS

Success in Serve looks like:

- Serve Teams reflect the mission and culture of RADIUS Church.
- Connecting with each person.
- Discovering where they are in their journey.
- Guiding next steps, such as groups, baptism, discipleship relationships, generosity or partnership.
- People feeling known, welcomed and cared for.
- Team Leads shepherding their volunteers by connecting personally, discovering where they are in their journey, and guiding them toward meaningful next steps.
- Serve teams that are reliable, serve consistently and effectively each weekend.
- Clear communication, accurate scheduling and dependable coverage for all Serve roles.
- Aligned Serve Team practices and expectations across all campuses.
- Clear pathways for people to join Serve teams year-round.

EXPECTED

Every campus does this; it's essential to our shared mission and model.

Missional Alignment

PLANT CHURCHES.

Develop Leaders

- Serve Teams intentionally develop and encourage future Serve Team Leads.
- Serve Team Leads create opportunities for volunteers to grow in responsibility, ownership, care, and leadership.

Priesthood

- Serve Teams help volunteers see serving as ministry, not just task completion.
- Serve Team Leads shepherd volunteers by connecting personally, discovering where they are, and helping them take meaningful next steps.

MAKE DISCIPLES

- Serve Teams help people experience the care, culture, and mission of RADIUS Church.
- Serve Team Leads shepherd volunteers by connecting, discovering where they are, and guiding them toward next steps.
- Serve Teams create environments where people are welcomed, known, cared for, and connected.

LIVE GENEROUSLY

- Serve Teams practice generosity by giving their time, attention, energy, and care for the good of others.
- Volunteers serve with humility, joy, and a willingness to put others first, reflecting the servant heart of Jesus.
- Serve Team Leads shepherd their teams by noticing needs, encouraging volunteers, and caring for them personally.
- Serve Teams generously care for guests, one another, and the church.
- Keep ears open for the needs of team members and those in the church body.

Operational

CAMPUS IMPLEMENTATION

- Serve Teams are an essential part of the RADIUS model and are expected to be implemented consistently across campuses. Newer or smaller campuses may have a leaner structure, including volunteers covering multiple roles, but each campus should move toward the approved Serve Team model as the campus grows.

CAMPUS STRUCTURE

Each campus will provide the following structure:

- **Campus Leadership:** accountable for Serve Teams on their campus.
- **Serve Team Coordinator:** accountable at larger campuses; reports to the Campus Leadership.

- **Serve Team Leads:** staff-approved, RADIUS Partner volunteer leaders responsible for shepherding volunteers and overseeing Serve team execution within approved Serve areas.
- **Support Staff Serve Ministry Lead:** provides vision, alignment, systems and support, while Campus Leadership retain direct oversight of Serve Teams and Serve leadership at their campuses.
- **Serve Team Volunteers:** RADIUS volunteers who serve within approved Serve areas to support ministry needs and help create a welcoming, helpful, and clear experience for people as they connect, discover, and take their next steps.

APPROVED SERVE AREAS

Serve Teams will consist of the approved Serve areas only:

- Café
- First Impressions
- Parking
- Safety
- Connect
- Production
- Set Up and Tear Down (for portable campuses)

ROLE RESPONSIBILITIES

- Serve role responsibilities are defined within individual Serve role descriptions and must be reviewed, understood, and followed by all Serve Team Leads and volunteers.

SERVE TEAM LEADS

Serve Ministry Lead expectations and commitments will remain consistent across all campuses.

Serve Team Leads are required for each approved Serve Team listed above.

Serve Team Leads must:

- Be a RADIUS Partner in good standing.
- Be reviewed and approved by RADIUS campus staff before serving as a leader.
- Pass required background checks based on role (Safety only).
- Review, understand, and follow their role description, expectations, and Serve Team mission.
- Lead their team with a shepherding mindset by connecting personally with volunteers, discovering where they are, and guiding them toward their next steps.

TRAINING, COMMUNICATION & SCHEDULING

Serve Team onboarding and training will follow the Serve Team onboarding process, including shadowing, feedback conversations and early and ongoing check-ins.

When someone leaves a Serve Team, an exit conversation should be completed when appropriate to better understand their experience and identify opportunities for improvement.

Campus leadership or Serve Team Coordinator is responsible for Serve Team training, communication, and scheduling, with Serve Team Leads responsible for execution and follow-through within their teams.

Serve Team Leads are responsible for:

- Conducting Serve Team meetings.
- Ensuring volunteers understand expectations, schedules and processes.
- Responding appropriately to Serve schedule requests, including confirming availability or helping secure a replacement when unavailable.
- Monitoring their team schedules and addressing gaps, conflicts or no-shows.
- Maintaining accurate team rosters and schedules.
- Local Serve Team Leads are responsible for resolving day-to-day coverage and attendance issues.

Pre-service huddles will be led by campus leadership, the Serve Team Coordinator, or a Serve Team Lead, as determined by campus leadership.

BRANDING

- Serve Team branding and signage will use agreed-upon design standards and templates.
- Ministry Area logos will remain consistent in color, wording, and format across all campuses.
- Serve Team purpose and language will remain consistent across all campuses.
- Serve branding and signage should follow agreed-upon design standards and templates.
- Teams may create simple “in-house” content, but external-facing content should go through the communications process.
- Serve and RADIUS Church logos must remain consistent in color, wording, and format. Do not alter or recreate logos—use approved files only.
- Communication from Serve should reflect the RADIUS voice, which is clear, conversational, and accessible. Avoid insider language.
- Use consistent naming for events, environments, and teams across campuses.
- Loop in Communications for church-wide initiatives, major events, or any content representing RADIUS externally.
- AI-generated content is not allowed in official church communications, creative assets, or ministry content. Artificial Intelligence (AI) may be used as a support tool for brainstorming, research, outlining, proofreading, editing, and content development. All content must be reviewed, refined, and approved by a human team member before publication to ensure it accurately reflects our church's voice, values, and mission. AI-generated images, videos, graphics, illustrations, and written content may not be used as final published assets. AI should serve as a tool to support the creative process, not replace authentic storytelling, ministry, or creative work.

VOLUNTEER IDENTIFICATION

- Serve Team volunteers are expected to wear approved lanyards or other approved volunteer identification while serving.

PREFERRED

Strongly encouraged and ideal for every campus as capacity grows. Plants may not have the capacity when starting out, but they should be part of the “next step” plan as capacity allows so that campuses don’t drift into completely different models.

LEADER DEVELOPMENT & CARE

- Ongoing development for Serve Team Leads through coaching, modeling and support.
- Intentional care and connection for Serve Team volunteers throughout the year.
- Regular celebration of wins, faith stories and volunteer impact.
- Proactive identification and development of future Serve Team Leads.

OPTIONAL

Campus-specific ideas - A place for great ideas that can be executed if they fit the context and bandwidth of the campus.

VOLUNTEER IDENTIFICATION & ENGAGEMENT

- Serve Team t-shirts or apparel (if supplied by the campus).

DISCOURAGED

Activities we avoid because they distract from our mission or create misalignment.

PRACTICES THAT CREATE MISALIGNMENT

- Launching or operating Serve Teams outside of the approved Serve structure.
- Volunteers serving without appropriate approval, vetting, or required background checks.
- Inconsistent Serve Team expectations or processes across campuses.
- Bypassing scheduling, communication or roster accuracy responsibilities.
- Treating Serve Teams as task-only roles rather than relational and shepherding opportunities.
- Serve behaviors that communicate disengagement or an unwelcoming culture, such as lack of eye contact, inattentiveness, or backs turned to guests.
- Unapproved Serve Team names, logos, or branding.
- Operating a campus or service without a prepared Serve Team presence. Intrinsic and extrinsic