

Team Leader Manual



A Nazarene Lay Ministry

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RVs On a Mission (ROAM)

Team Leader Manual

INTRODUCTION

The RVs on a Mission (ROAM) Mission Statement (See Addendum #1) states, “ROAM provides the opportunity for persons to volunteer their time and skills in meaningful Christian service...” A ROAM Project is the medium through which this service is accomplished. The Project Team Leader is the ROAM overseer who organizes, assigns work, communicates with the Project Host Manger, and provides the coordinating leadership that insures the successful completion of the project objectives. The Project Team Leader is also the catalyst that endeavors to develop a working environment that allows each Team member to experience all of the rewards that volunteering affords. The Team Leader may be either the husband or wife of the chosen couple. The Team Leader may also be a single individual. A Team Leader should familiarize themselves with the ROAM Objectives and Membership Commitment. (Addendum #1)

APPOINTED BY REGIONAL REPRESENTATIVE

1. The ROAM Team Leader is a position appointed by the member of the ROAM Board of Directors who has been assigned the Region responsibility in which the project is to occur. i.e. The Team Leader of an approved project set to occur at a campground or church located in California would be appointed by the Southwest Region (PLNU) Representative, who is also a member of the ROAM board of directors. (Refer to Addendum #2) Perchance there is no Region Representative assigned to a region in which a project is to occur, then the Team Leader will be appointed by the ROAM office manager.
2. Every approved ROAM project at which two or more ROAM member single volunteers or couples have applied and been assigned to the project, will have an appointed team leader. Perchance only one couple has been approved for the project, that couple will be designated as Team Leader.
3. The Regional Representative will notify ROAM office of the appointment.

TEAM LEADER REQUIREMENTS

1. A potential Team Leader will have served as a team member of at least one previous project. An exception can be made if the member has never worked a ROAM project and is the only member working this project in the given month.
2. A potential Team Leader will have demonstrable personal and spiritual values that are in keeping with the ROAM Mission Statement and Commitment including interpersonal relations skills.

3. A potential Team Leader must be willing to abide by and execute the Responsibilities and Guidelines of Team Leadership.

TEAM LEADER RESPONSIBILITIES

To Do Before the Team Leader Arrives at the Project Site

Information/Skill Sheet

Obtain from the ROAM office the Information and Skill Sheet of all team members expected at the project with email and/or telephone numbers and mailing addresses if you don't already have them.

Project Information

Obtain from the ROAM office or the www.rvsonamission.org website the name and phone number of the onsite project manager. Call for project information, specific tasks to be completed, tools needed, when to arrive and directions for finding the project if needed. It may be easier for them to email or mail you the info rather than taking it over the phone.

Team Phone Calls

Call all expected team members to verify their participation and to confirm how to send them travel directions, if needed. Verify with them the date of their arrival. Remember not all members will be coming from home so regular mail may not work.

Team Member Information

Send info to team members 4 or 5 weeks in advance, if possible, with the names of all the expected team members and your name, address, email, phone and cell phone numbers. Make them feel that they are about to embark on a great adventure.

Date of Arrival

Let them know that team members should plan to arrive Friday or Saturday before the start of the project. Verify the date of their arrival in the phone call to them.

Get Acquainted Get-together

Plan a get-together Saturday evening for fellowship with snacks and drinks. Spend time introducing yourselves and getting to know each other. Also, distribute the local information and go over the items listed under "At the Project Site" below.

Community Information

Plan to have basic community information available in a folder to hand out Saturday evening for each couple. It will save lots of time later and you will appear like you know what is going to happen. Some camps are submitting this information to the office and it will be passed on to you so that you will not need to contact the project for this information.

- Where there is grocery/convenience and directions?
- Where can they get propane and directions?
- Is there Internet hook-up available? If so, where? How?
- Where is the library and directions?
- Where is Post Office? Where can they mail letters and what time does mail come?
- Where is a public telephone/or phone they can use?
- What is the site phone number?
- Is there a place to do laundry?
- Where is nearest hospital? Quick Care? Dentist?
- Where can the team meet for devotions and evening fellowship?
- Some team leaders also provide maps of the city/area, a calendar with scheduled activities and copies of special events that people might want to take in.

Sunday Church and Dinner

Plan to attend church together Sunday and perhaps eat dinner together. Your local project manager should be able to help you with directions and suggestions.

At the Project Site

RV Parking Assistance

Help arrange parking of ROAM member RVs if necessary.

In addition to distributing the local information, the following items are to be mentioned/discussed at the Get-Acquainted Get-together:

Suggested Daily Schedule (Monday through Thursday)

Men are expected to work 6 hours per day. Women work 3 or more hours if they choose to do so. The team leaders should be considerate of health problems that prevent a member from working the full schedule. The morning will include time for devotions and a refreshment break along with a one-hour lunch break at noon. Exact daily schedule is to be determined at project. **Be sure team members understand what the schedule is for this project.**

The Project

Each project will be organized differently depending on size but on Day One spend time acquainting the total team with all aspects of the project so that they can fit their skills and abilities into the project and volunteer to do the jobs they feel best prepared to do. You want them to each be comfortable with what they are doing. They should understand that you as team leader are the liaison between the team and the host project director. You will get instructions from the director and pass the information to them. You will convey any suggestions they may have to the host director, if you deem necessary. The host director will work through you instead of each individual member.

Snacks

Ask for a volunteer or appoint someone as coordinator to see that snacks are available each morning. All should help.

Devotionals

Ask for a volunteer or appoint someone to lead devotions each morning.

Religious Beliefs

Team leader is to remind workers to limit talking about other religious beliefs as ROAM members are not all Nazarenes.

No Solicitation of Funds for Project

No one is to solicit funds for the project. If a person voluntarily provides financial assistance, it is acceptable, but no one should feel under pressure to give. Some members are sacrificing just to cover trip expenses and to work the project.

No Personal Business Dealing with Hosts

No member is to engage in personal business dealings with the hosts.

Fellowship/Activities

Ask for a volunteer or appoint someone to be fellowship/activities coordinator to help select and direct evening activities such as bonfire, game night, potluck, eating out, Sunday dinner, etc.

Team Report

Ask someone (or do it yourself) to provide a report to the ROAM office including digital pictures suitable for publication in the newsletter and on the website for each month of the project as team members may change from month to month. The pictures should enhance the report, i.e. if the report is about laying a new concrete sidewalk show pictures of people working on the sidewalk. Identify persons in the picture by name.

Form Distribution

Four forms should be distributed to each couple at the beginning of the project:

- 1) *Emergency Information*
The team leader is to keep a copy of this information on hand in case of an emergency.
- 2) *Individual Report of ROAM Hours Donated* (this completed form should be collected before the team member leaves the project).
- 3) *ROAM Project Evaluation*

4) 10% Giving Trip Expenditures/Instructions

At Conclusion of Project

Paycheck (Work Voucher)

This form is to be delivered to the Project or Camp Manager for validation of dates worked at this project. It should be signed by the Project Manager or Camp Manager and by the Team Leader (if one has taken on this responsibility) and returned to the ROAM members before they leave the project to verify their work involvement in case of IRS audit.

Project Evaluation

Remind team members to complete and mail their Project Evaluation forms to the office.

Individual Report of ROAM Hours Donated (*Adobe fill-in form available by request to ROAM office. The form can be completed on the computer and calculates totals automatically.)*
Collect completed forms from team members that you will need for your Team Report.

Team Leader Report of Project Hours Donated (*Adobe fill-in form available by request to ROAM office. The form can be completed on the computer and calculates totals automatically.)*
Complete and mail or email to the ROAM office ASAP.

Team Leader Project Report

See that the monthly report with digital pictures is emailed to the ROAM office ASAP.

Conflict resolution may be necessary on rare occasions.

Respond to member concerns, complaints or problems related to any aspect of the project, host ministry or ROAM ministry as tactfully as possible, and with love and concern. If a problem is identified by group consensus that requires investigation and/or correction, record that problem in the Team Leader report. If problems become too difficult or require immediate attention, contact a Regional Representative. If a Regional Rep cannot be reached, contact the ROAM office. If no answer, leave your name and number and you will be contacted as soon as possible.

- a) If a conflict arises, separate the participants as soon as possible. Under no circumstances is physical force to be used in a conflict resolution.
- b) Determine the cause, if possible, of the conflict. Ensure that both sides are heard. DO THIS IN PRIVATE, NOT IN FRONT OF OTHER TEAM MEMBERS.
- c) Explain to all parties involved that conflicts are not in keeping with the ROAM Mission or Objectives.
- d) If possible, re-assign the participants to other jobs on the project. If not agreeable, then you have the authority to dismiss one or more of the participants from the project. PLEASE, THIS IS A LAST RESORT. If dismissal occurs, immediately report the situation to the Regional Representative and ROAM office.

Abusive Language or Unwillingness to Work

Perchance a project participant demonstrates abusive activity (language not in keeping with Christian values) or unwillingness to work the assigned responsibility; the Team Leader has the authority to ask the participant to leave the project. Such notification will be reported to the Regional Representative and the ROAM office. The Team Leader should try to ascertain the reason(s) a volunteer refuses to work the assigned duties. If health concerns are the reason, then the Team Leader should try to reassign the volunteer to work they can perform. If the reason is other than health, the Team Leader should report the situation to the Regional Representative who will determine the course of action to be taken. The situation should be reported to the ROAM office.

Unpaid Dues

At no time is a ROAM volunteer allowed to participate on a project if their dues are not current. "Current" means the dues have been paid through the current calendar year. They may pay the Team Leader who will notify the ROAM office of the payment. The payment along with the signed updated skill sheet and a ROAM Commitment (if one is not on file) will be sent to the ROAM office ASAP. If a volunteer declines to pay their dues, the Team Leader should try to ascertain the reason for refusal. If the reason is economic in nature, the Team Leader should notify the ROAM office who may at their discretion allow a grace period for the dues payment. If the reason is other than economic the Team Leader should notify the Regional Representative who will determine the course of action to be taken. The situation should be reported to the ROAM office.

TEAM LEADER REMOVAL

Required Approvals for Removing Team Leader

Although unlikely, a Team Leader may be removed from a project only by the Regional Representative with the approval of the ROAM Chairman and ROAM office manager.

Request by Project Manager

If a Project Manager requests the replacement of a Team Leader, the Project Manager should make the request to the ROAM Office Manager and the Regional Representative. In the case of there being no Regional Representative, the Office Manager will notify the Chairman and they will execute the action to be taken.

Request by Team Members

If the members of a Project Team request the removal of the Team Leader, the ROAM Office Manager should be notified by the Project Manager. The Office Manager will notify the Regional Representative who will act as the removing agent. The Office Manager along with the ROAM Chairman will act in the absence of a Regional Representative.

Congratulations on your appointment as a ROAM Project Team Leader. Your willingness to perform this important function is very much appreciated. Please feel

free to contact the Regional Representative for the Project with any question or concern not covered within this manual. Please feel free also to contact the ROAM Office with any concern or question. Email: office@rvsonamission.org. Telephone: (816) 941-7711.

*Service for the Lord is not a favor you do for Him,
rather it is a privilege He allows you to do." William Barkley*



A Nazarene Lay Ministry

MEMBERSHIP COMMITMENT

ROAM members shall:

1. Be in agreement with ROAM Statement of Faith and Commitment
2. Carry their own insurance and release project hosts from responsibility for personal injury or damage to their property.
3. Not solicit funds for any reason, personal or otherwise.
4. Keep pets on leash at all times; clean up after them; be certain pets are allowed at project site before arriving.
5. Not attempt jobs that they feel are beyond their ability.
6. Make no unauthorized purchases.
7. Understand that a work project will normally start the first Monday of the month, with ROAM members arriving on the Friday or Saturday before.
8. Abide by the recommended work hours, a minimum three-week work project, men at least 6 hours per day and wives are encouraged to work at least 3 hours per day.
9. Work at least 4 days per week.
10. Inform the office when unable to work a complete three-week work project.
11. Work within the established schedule except for personal emergencies or urgent circumstances.
12. Adjust work hours to accommodate host.
13. Be permitted to work beyond the established hours.
14. Understand that they are to do the jobs as the host desires them to be done.
15. Work with the Team Leader to determine how best the project work should be done.
16. Attend group devotions and be prepared to take their turn in leading morning devotions.
17. Have a record of personal emergency medical data in their vehicle.
18. Carry a contact information slip with local name and phone number with their driver's license while on a project and an additional slip in your vehicle.

I have read, agree with and will abide by the ROAM Membership Commitment as shown above:

Signature

Spouse Signature

Date

Date

*Each one should use whatever gift he has received to serve others,
faithfully administering God's grace in its various forms. I Peter 4:10*



ROAM MISSION STATEMENT

RVs on a Mission is an outreach lay ministry of the Church of the Nazarene. ROAM provides the opportunity for persons to volunteer their time and skills in meaningful Christian service through Church of the Nazarene related mission agencies, camps, churches, disaster relief, compassionate ministries projects and other designated areas of service.

ROAM Objectives

- *To provide a central clearing house to match volunteers with mission opportunities*
- *To be responsive to volunteers' desire to serve*
- *To be responsive to the expressed needs of local communities, churches, camps and other church related projects*

Membership

Membership is open to any person willing to support the purpose of the ROAM Ministry, agreeing to abide by the ROAM Mission Statement and Guidelines and profess to be a follower of Jesus Christ

ROAM, Inc. PO Box 480876, Kansas City, MO 64148

Phone: (816) 941-7711

E-mail: info@rvsonamission.org, Website: www.rvsonamission.org

2013 REGIONAL REPRESENTATIVES

REGION	ROAM Representatives	E-mail Address/Contact Information
Central (ONU)	Jerry and Veronica Payne	Jerrypops@aol.com
East Central (MVNU)	Charles & Joanne Nicholson	wishin_2b_fishin@yahoo.com
Eastern (ENC)	Richard and Kathy Detterline	Kedred2@clear.net
North Central (MNU)	Duane & Jean Morford	djmorford@gmail.com
Northwest (NNU)	Eugene and Merrilee Morrell	morrell.eugene@gmail.com
South Central (SNU)	Elbert & Irita Rice	ecro@swbell.net
Southeast (TNU)	Mert and Sandie Winkle	mert@thechurchbuilders.com
Southwest (PLNU)	Dean and Margaret Brickey	dmbrickey@yahoo.com
Tri-State (NM/CO/S.TX)	Jim and Joy Stewart	(830) 285-7858

Note: Refer to your ROAM Membership Directory for current email addresses and phone numbers for these representatives.

FORMS FOR DISTRIBUTION

The following forms for distribution to the members at the project may be printed and/or copied as often as needed.

- **10 % Giving Credit Form**
- **Emergency Information Form** *(There are three forms per page that should be cut apart before distributing. Each RVer should have one to carry with them wherever they go and you as team leader should retain a completed copy in case of an emergency.)*
- **Project Evaluation Form**— *(Please note this is a 2- page form and may be printed on both sides if your printer supports duplex printing.)*



RVs On A Mission 10% Giving Form

Trip Expenditures

Submit THIS FORM After Your Trips

If you desire that your church receive 10% Giving Credit for your travel expenses related to your ROAM trip, you may complete and submit this form as instructed below. Your travel expenses to and from the camp or church (gasoline and camping fees, if any) and meals for the entire trip are eligible. Ineligible items include gifts or money given to an individual, vehicle repair expenses and your sight-seeing expenses.

Please submit one form for each project. Do not send receipts. Keep for them for your records. **Do not send the form to the ROAM Office.**

Mail the completed form to:

Work and Witness
Global Ministries Center
17001 Prairie Star Parkway
Lenexa, KS 66220

Dates of trip: _____ to _____ Total amount of credit: \$_____.

Team Leader Name: _____ Project Name: _____

Church year to be credited: _____ (Example: 2010-11. *Church years usually span part of two years as determined by the district fiscal year.*)

INSTRUCTIONS FOR COMPLETING FORM

1. **Church #** and **Church Name** refer to the church that will be receiving credit—not the church or camp where you were working. *You may need to call your pastor or church treasurer to get the church # assigned by the Global Treasurers Office for accounting purposes.*
2. **District** is the district where the church receiving credit is located.

Church #	Church Name	District	Amount

Date _____ Signed _____ (ROAM Member)

Address _____

City, ST Zip _____

You may want to provide a copy of this completed form to your local church for information purposes.



A Nazarene Lay Ministry

Emergency Information

If together in vehicle, please notify:

Name _____

Address: _____

Relationship: _____

If alone, please notify spouse at location of vehicle:

Spouse: _____ At phone # _____

Our RV is a _____ License No. _____

Currently parked at: _____



A Nazarene Lay Ministry

Emergency Information

If together in vehicle, please notify:

Name _____

Address: _____

Relationship: _____

If alone, please notify spouse at location of vehicle:

Spouse: _____ At phone # _____

Our RV is a _____ License No. _____

Currently parked at: _____



A Nazarene Lay Ministry

Emergency Information

If together in vehicle, please notify:

Name _____

Address: _____

Relationship: _____

If alone, please notify spouse at location of vehicle:

Spouse: _____ At phone # _____

Our RV is a _____ License No. _____

Currently parked at: _____

ROAM PROJECT EVALUATION

Project: _____ Date: _____

Project Location: _____

Based on your project experience, please give us your opinion on the following questions by **circling** the appropriate rating number. If you have additional comments, please feel free to note them. We appreciate your comments.

	Excellent	Good	Fair	Poor	NA
1. Were RV sites satisfactory?	4	3	2	1	N/A
2. The relationship of the team members to the team leader was	4	3	2	1	NA
3. Interaction of team members was.....	4	3	2	1	NA
4. Interaction of team members with local people was	4	3	2	1	NA
5. Communication with the ROAM office was....	4	3	2	1	NA
6. The planning and execution of this project was....	4	3	2	1	NA
7. What overall rating would you give this ROAM experience?	4	3	2	1	NA

QUESTIONS ABOUT YOUR PARTICIPATION WITH ROAM

What features did you like about the project?

Go to next page

ROAM Project Evaluation -Page 2

How could we have made this project better?

How many projects are you willing to commit to in a year? _____

Would you be willing to be a team leader in future ROAM projects? _____

Any further comments.....

NAME _____ (Optional)

PLEASE MAIL THIS EVALUATION SHEET TO:

ROAM
PO Box 480876
Kansas City, MO 64148

Thank you so much for your willing participation in this project. Keep in touch.



A Nazarene Lay Ministry

Individual Report ROAM Hours Donated To Nazarene Camps, Small Churches and Special Projects



Individual Report of Hours Donated allows the office to compile a more accurate annual report of **total hours** worked by ROAM to let the “world” know how valuable the ROAM ministry is to Nazarene churches and camps in the USA. These totals are part of the Global Mission Mobilization report to the General Board. As you are aware, labor is generally the most expensive item for new construction, remodel, repair and day-to-day operation. **Your** donation of time *is* significant.

Project: _____ Month _____ Yr. _____

Members/Buddies: (1) _____ (2) _____

	Date	His Hours Donated	Her Hours Donated	Total Hours
Week 1				
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				
Sun				
Week 2				
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				
Sun				
Week 3				
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				
Sun				
Week 4				
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				
Sun				
TOTALS				

Normal ROAM hours for a project are 6 hours per day for men and 3 hours per day for women 4 days per week, for 3 weeks each month, a weekly total of 24 for men and 12 for women,(if able). No extra hours are **expected** of **any** ROAM member, but we are finding that many are doing it “because they want to and are able to do it.”

Please hand this completed form to your team leader before leaving the project; otherwise, your time donated may not be included in the total hours worked by the team.

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