

Westcity Leadership Principles

1. CLARITY (e.g. ministry kits, leadership & volunteer pathways, Westcity Way)

Do you know that unmet expectations are the number one reason people leave both paid and voluntary roles?

Knowing this, it is critical to ensure that Westcity team members are clear around roles, expectations, culture and the Westcity definition of success. A lack of clarity causes teams to struggle as miscommunication and misunderstandings flourish. But clarity brings energy, focus, collaboration and we trust, a great deal of fun!

Aside from consistent and concise communication, we believe that clarity is scaffolded by solid processes & documentation: role descriptions, task & timing checklist, rostering process, onboarding process, ongoing constructive feedback, two-way communication, regular team catchups in events calendar (e.g. training & social occasions).

2. SUCCESS (e.g. service coordinator role, café simplicity but good coffee)

What does success look like for your team? For our Church?

At Westcity, we focus on people and community first, then processes & tasks. Success first of all means people finding a sense of belonging as they draw closer to God. Drawing closer to God and becoming Christlike involves growth and change so we celebrate times of discomfort and challenge. But success is best represented in community by the way we treat one another: kindness, acceptance, patience and robust community.

When it comes to processes & tasks, Westcity pursues excellence but not perfection. Excellence at Westcity means “doing the best we can with what we have” which on some occasions may look like less than we would choose in an ideal world. However, perfection often aims for a target well beyond our current capacities based on what others are achieving and this kind of pressure is not helpful to ourselves or our community.

3. SERVANTHOOD (e.g. aversion to titles, welcome of Westcity)

How do we treat others as a leader?

Leadership can sometimes be seen as the ‘power’ position focused on tasks and outcomes but Jesus was very clear, if you want to lead then serve others. At Westcity, we want to adopt a servant posture. This is not about thinking less of ourselves or lowering our expectations of others, it is about having an attitude of grace, patience, respect and consistency as we lead our volunteers and community.

4. TEAM (e.g. church leadership, variety of leadership styles)

How do leaders stay healthy?

We believe that Leadership at Westcity best happens in the context of ‘team’ when each person brings their strengths and skills to serve together. This is even more critical for volunteer leaders when time and load need to be shared and managed. We aim for a minimum of two, and preferably three people for a Ministry leader group made up of the Ministry Leader and one or two ministry support team members. Between the three, the key roles to be managed include: leadership, administration, pastoral support, technical knowledge.

5. ACCOUNTABILITY (e.g. policy & process documentation, financial systems)

What are we accountable for?

We ask our leaders to be accountable in their leadership role. When we represent the Church and lead people, then it is important that we understand and meet our obligations to keep people safe, manage assets & resources efficiently, and protect the church’s reputation.

6. COMMUNICATION (e.g. town hall meetings, regular emails, website updates)

How do we best respond and support team members?

It is important that the ministry leader ensures team members are kept connected to the team leader, team members and the Church leadership. For the most part, this happens via good consistent communication. It may be face to face or digital but this needs agreement and updating.

In particular, team members need to be informed of any change or challenges happening in their ministry area or as necessary, churchwide. Most people struggle with change and knowing this, Westcity asks leaders to anticipate and support people to navigate change in a healthy and proactive manner.