

Staff Off-Boarding Procedures

Conversation between staff and supervisor takes place to discuss and put into action the following:

1. Reason for resignation
2. A formal resignation letter is written by the resignee, and sent to their supervisor within 24 hours.
3. A second resignation letter is written to their ministry about their time at Crosspointe, how they grew, how they were blessed, why they are leaving and what their next steps are. After supervisor receives the letter, ask them to edit, rewrite, or accept it. It's okay to communicate that people are leaving for personal reasons. See sample letter below.
4. Timeline for resignation. (ideally two weeks, No longer than one month)
5. Agreement on how to communicate resignation with staff and church. After they resign, let them know that they are to have no communication with the church unless it is agreed upon by the Pastor & their Supervisor of the Campus. They shouldn't communicate their resignation to other people in the church yet. Supervisor will send out letter at appropriate time.
6. Agreement on final pay/insurance/last day. (Settlement Agreement if necessary.)
7. Agreement on church attendance and interaction with growth groups, volunteer teams, and other people in church. This is based on appropriate trust levels.
8. Let them know that all expenditures from this point forward must be cleared through their supervisor.
9. HR is notified and consulted. Pass along last day, insurance, etc. Determine last day of paid service.
10. Share with the resignee the communication process
11. Assign someone to plan a ministry party if appropriate
12. Supervisor creates a redbooth with assignees and dates for offboarding next steps
13. Supervisor sends the 10 commandments of a healthy staff transition to the departing staff member.

Redbooth Action Steps

___ When they resign the supervisor will escort them when they communicate everything. The supervisor makes the announcement and then the resignee explains the reason. If the person is untrustworthy, the supervisor should interview them on their reasons for leaving, or communicate on their behalf. If necessary we can send out an iphone video to the staff on slack from the person resigning and their supervisor or Campus Pastor.

___ Celebrate the good points. Allow them to communicate what they wrote and what was agreed to in the letter. They must stay on message and only communicate what is in the letter.

___ Communicate with the volunteers who are going to run the ministry for the next few months to ramp it up. This gives the team something to look forward to. Also let them know there is an opportunity to step up and apply for the position if God leads.

___ Resignee sends supervisor a list of weekly tasks and responsibilities.

___ Compare their weekly tasks/responsibilities with their job description and make adjustments to the job description if necessary.

___ Resignation letter is sent to their area of influence.

___ Bigger roles are sent in the e-newsletter.

___ Resignee transfers all essential ministry files/folders to direct report & entire google drive to HR. (Their files will delete w/ G Suite cancelation)

___ Resigned staff email is assigned to another staff member and will be shut down 2 weeks after resignation. Any personal emails can be forwarded to a personal email address.

___ User privileges for the church database will be shut down on the final day in office.

___ The Crosspointe website will be updated to remove resigned staff person from staff page and any other pages that provide him/her as a contact on their final week..

___ The phone greeting system is updated to reflect change in resigned staff. **(if applicable)**

___ Office keys/fobs are turned in on the final day in office to the Director of Operations. Employee access is deactivated.

___ PEX Card is to be turned in on the final day in office to the Director of Operations. Account is deactivated.

___ Computer and password is turned in on the final day in office to the Director of Operations or Supervisor. Make sure the computer is in good working order other wise we have the option to take the expense out of their final paycheck.

___ All online tool subscriptions are deactivated/cancelled (People, Planning Center, Redbooth, Slack, HR Bamboo, Expensify, G Suite, etc.)

___ Cell phone will be cancelled within 3 business days of your final day.

Announcing the Transition to the Staff.

When they resign the supervisor will be with them when they communicate everything. The supervisor makes the announcement and then the resignee tells why. If the person can't be trusted the supervisor should interview them on why or communicate on their behalf.

Allow them to communicate what they wrote and what was agreed to in the letter. They must stay on message and only communicate what is in the letter.

Celebrate the fruit of the team member..

This is a time to accept responsibility for the needs of others. During transition, it is easy for people to disconnect or to “fall through the cracks.”

These are times when everyone needs to be sensitive to others and purposefully go the extra mile in helping to bear the burdens of others.

- People in the church are going to be afraid/Terrified. They are looking to the Leaders to give them Spiritual Strength and Courage.

- One of 6 human needs is Certainty – It is up to us to bring the stability in uncertain times. The Best Staff members bring certainty to
Uncertain even in transition.

People are going to ask what is happening in X ministry

- Don't say I don't know.

- What you can Say – Our Team has placed this ministry as a High Priority. I'm confident our Future is Bright. (Great things take time –

- We are committed to hiring the Best Person Possible)

This is God's Church he's not going to forsake it.

Communicate the Timeline or when the timeline will be communicated.

Lay Hands on the team member and pray over them.

Congregational/Staff language to reveal with staff

- Unfortunately X is no longer working for us. We had to release him...
- X has resigned from our staff to pursue...
- X has transitioned off of our team for personal reasons...
- Please pray for his family as he seeks employment elsewhere. Please also pray for our team as we seek a new staff member who will not only have the necessary skills but also fits our culture and values.

Written Follow up to Staff after verbal conversation

Here is the communication plan we discussed this morning for Dallas' transition. Please let me know if you have any questions and encourage all of your volunteers to be at the “Send Off Party” on Sunday, April 24th from 1:30-3:30 here at Crosspointe!

Tuesday, April 5th

Announce to staff during the standup meeting
Email Deacons and Trustees (Email from Brian and Eddie)
Dallas tells his Growth Group

Wednesday, April 6th
Announce to Worship Team (Eddie and Dallas Video and Email)

Thursday, April 7th
Announce to Celebrate Recovery (Maureen- Reading Dallas' Resignation Letter)

Friday, April 8th
Email to the Church (Email to church from Brian and Eddie)

Sample email letter to the ministry & growth groups they are involved in

Good afternoon everyone! I want to communicate to you some bittersweet news today. Dallas Viva, our Worship Ministry Associate, has accepted a Lead Worship Pastor position in Lansing, Michigan and will cease to be an employee of Crosspointe effective April 25th. While we feel a selfish kind of sadness, we are extremely excited for Dallas and this natural step forward in ministry. Not only does this give Dallas the opportunity to put his mark on a ministry where it is greatly needed, this transition will also put He and his wife, Kelli, a very short distance from her family.

We have developed a plan to communicate this transition to the rest of the church over the course of the next week, but we wanted you to be the first to know. We are extremely grateful for the contribution that Dallas and Kelli have made here at Crosspointe. Many people have accepted Christ, engaged in ministry and served faithfully as a result of their influence and leadership.

We would like to show our support to Dallas and Kelli as a church family by hosting a "Send-Off Party" on Sunday, April 24th from 1:30- 3:30pm. This will be an open house type event where you and your family can come and express your gratitude to Dallas and Kelli for how they have been a blessing to you. You can even bring a card or gift if you would like to!

We are giving Dallas our full blessing as he leaves Crosspointe and we can't wait to hear reports of how God is using him in Michigan. Should you have any questions about this transition, feel free to email myself, Eddie or even Dallas. In terms of Crosspointe, Eddie and the rest of his team will be taking on Dallas' responsibilities until we find a replacement. You will also find Dallas' resignation letter attached this email. God bless and have a great day!

Sample Staff Letter of resignation written by a staff member:

Dear church family,

For over nine and a half years, Jessica and I have called Crosspointe home. However, over the course of the last several months, we have sensed that the Holy Spirit is taking us in a new direction. After months of praying and seeking advice, I have

decided to resign from my position and to move our family back to Tennessee. This is in an effort to be closer to our extended family while we await our next ministry assignment. Per my discussion with Pastor Brian, my last day of employment will be November 29, 2020.

This decision has not been easy because Jessica and I are so proud of and passionate towards this ministry that we have been a part of. Regardless of where we reside, we will continue to support the ministries of Crosspointe through prayer and in any other way possible because we are forever grateful for the discipleship, mentorship and culture that God has created here.

I would like to thank Pastor Brian, the deacons, and trustees for their prayer, wisdom, and friendship during this transition. I can't begin to tell you how honored I am to have served along side of you for all of these years. To the lead team and the rest of the staff: I love all of you deeply! It has been one of the great pleasures of my life to do ministry with my friends!

While I may be resigning from my position here at Crosspointe, I want it to be very clear that Jessica and I are raving fans of the Crosspointe family. Thank you for all of the ministry and professional opportunities that you have given us. I can't wait to see how God continues to use this body to help others find and follow Jesus both here in Southern California and around the world.

In Christ,

Eddie Harrison

Sample of Enewsletter/letter from Pastor Brian/Supervisor to the church

Hi Crosspointer,

After nine and a half years of serving at Crosspointe as our worship pastor and member of our executive team, it's bittersweet for us to announce that Eddie & Jessica Harrison are moving to the Nashville, TN area. Eddie and Jessica have a desire to move closer to their family, and we celebrate this opportunity for them.

Eddie's tremendous talent has been crucial to our growth here at Crosspointe. I have said numerous times that Eddie is an anomaly. He is an accomplished vocalist, he is extremely detailed, great with people, and one of the best leaders I've served with in ministry. Not only has he played a significant role here, I'm also blessed to call him my best friend. Here at Crosspointe, we are all about building up our people, giving them opportunities to grow, and when God leads, sending them out to new callings.

To Eddie's credit, he is leaving us in very capable hands as he has trained a team to pick up his work here at Crosspointe. We have asked Jimmy Troge to serve as our interim worship pastor and Micheal Rafter as our interim worship administrator.

Eddie and Jessica's last day is Sunday, November 29th. We will be honoring them and celebrating them with a Worship Night at 6:30pm. If they have been a blessing to you, please plan to join us for Worship Night. I'm thrilled for them, and cannot wait to see how his team here rises to the occasion and how their new ministry takes off.

"Over the course of the last several months, we have sensed that the Holy Spirit is taking us in a new direction. After months of praying and seeking advice, I have decided to resign from my position and to move our family back to Tennessee. This is in an effort to be closer to our extended family while we await our next ministry assignment.

This decision has not been easy because Jessica and I are so proud of and passionate about this ministry that we have been a part of. Regardless of where we reside, we will continue to support the ministries of Crosspointe through prayer and in any other way possible because we are forever grateful for the discipleship, mentorship, and culture that God has created here.

I would like to thank Pastor Brian, the deacons, and trustees for their prayer, wisdom, and friendship during this transition. I can't begin to tell you how honored I am to have served alongside you for all of these years. To the lead team and the rest of the staff: I love all of you deeply! It has been one of the great pleasures of my life to do ministry with my friends!

While I may be resigning from my position here at Crosspointe, I want it to be very clear that Jessica and I are raving fans of the Crosspointe family. Thank you for all of the ministry and professional opportunities that you have given us. I can't wait to see how God continues to use this body to help others find and follow Jesus both here in Southern California and around the world," said Eddie.

We send Eddie & Jessica off with great expectations for their future and are proud to watch Eddie launch into this next chapter of his ministry.

Souled Out,

Pastor Brian

The Staff Resignation Conversation w/Resignee, Staff, Ministry leaders, etc

Staff Transitions: They can be Crazy, Awkward, Hurtful. Doesn't matter Transitioner, Transitionee, or Bystander. They can Hurt. Transition can be healthy when Godly people follow God's plan for his will and his way in transition.

How to transition in a way that pleases & honors God & His church.

*Deuteronomy 31:1-8 Then Moses went out and spoke these words to all Israel: 2 "I am now a hundred and twenty years old and I am no longer able to lead you. **The Lord has said to me, 'You shall not cross the Jordan.'** 3 **The Lord your God himself will cross over ahead of you.** He will destroy these nations before you, and you will take possession of their land. **Joshua also will cross over ahead of you, as the Lord said.** 4 And the Lord will do to them what he did to Sihon and Og, the kings of the Amorites, whom he destroyed along with their land. 5 The Lord will deliver them to you, **and you must do to them all that I have commanded you.** 6 **Be strong and courageous. Do not be afraid or terrified because of them, for the Lord your God goes with you; he will never leave you nor forsake you.**" 7 Then Moses summoned Joshua and said to him in the presence of all Israel, "Be strong and courageous, for you must go with this people into the land that the Lord swore to their forefathers to give them, and you must divide it among them as their inheritance. 8 The Lord himself goes before you and will be with you; he will never leave you nor forsake you. Do not be afraid; do not be discouraged."*

The 10 Commandments of a Healthy Transition

1. Seek God through Prayer & Fasting (the Lord has said to me)

He will grant you a peace and give you wisdom.

2. Lean into Faith (He will cross over ahead of you)

As a staff member making a transition there are many unknowns - financially, new environments, new culture. As a church, we will ask the questions - What are we going to do? Can anyone fill that roll?

3. Prepare the Way for your Successor (Joshua will cross over ahead of you)

Moses had prepared his people to lead people into the promised land, he wasn't able to do it but he wasn't a failure. Empower your volunteers, Set up written systems, passwords, manage budget well - don't work the system in a negative way. It is the appropriate thing to freeze your spending and get approval for all ministry expenses.

4. Don't gossip – The church TMZ will come out in transitions (Moses didn't bad mouth)

Hummingbirds look for things that are sweet and alive. Vultures look for things that are dead. Neither of them starve. We all have enough information that we could bad mouth the church. We could all gossip about anyone around this table – we all have enough ammunition to do that.

But we believe 7 things God hates – sowing discord among the brethren. We refuse to do that. We believe the Church is God's Bride. We honor the bride and we protect the bride.

5. Beware of Jealousy when you watch someone else go to the Promised Land.

Sometimes God is not just preparing you for a transition but he is also preparing the ministry for a transition and the next leader may take the ministry to levels you weren't. That isn't a reflection of you or your leadership but ultimately God's providence. Comparison is a trap. Beware not to compare your ministry with the person that assumes your leadership position.

6. Protect the Ministry

Remember the people in their ministry are staying even after you go. Their spiritual health hangs in the hands of the resignee. If you burn things down as you go, this could have a negative impact. It's possible they may leave the church or leave their faith. You should want what is best for the people you have influence over in the ministry. You've poured your life into them, some you've baptized, and they've spiritually grown under your leadership. Think about their long term spiritual health. I wouldn't want to stand before a Holy God and be held accountable to hurting his church or damaging people's faith.

For the health of the new leader we recommend cutting the umbilical cord. We are not suggesting not to be friends but we are recommending that you allow some relational distance with those in your ministry so the new leader can lead effectively.

7. Finish Strong. Accept responsibility. This is the time to say, "I will get done what I have been assigned, and nobody is going to have to worry about my responsibilities." This is a character issue. Work hard, finish strong, and finish the race with integrity. You may need to clean up your campsite. There may be some areas that you know are broken or off. You should do your part to put things in order and set the interim leader or the next leader up for success.

It may seem natural to withdraw emotionally during the weeks or months of their transition, but I want to strongly encourage you to fight that temptation. If you want to finish strong, then love without reservation until the very last day. Better yet, love past that last day because people need to be loved by you even when you are no longer leading them. Go the second mile by reaching out to them in small ways that will not become a distraction or competition.

There are two reactions to staff members when they leave a team.

1. People celebrate when you leave
2. People cry when you leave because they are going to miss you?

8. Honor should flow both ways.

*Publically and One on One, Celebrate the victories of accomplishment. This should happen by staff members, the pastors and the resignee.

*Be thankful for how you have grown here. There are two ways to learn. You can learn by good things that were modeled and taught to you. You can also learn what not to do – I'm sure you have learned a few of those things here too, but in a spirit of uncommon unity don't speak of those publically. It was a growth opportunity. You can tell a lot about a person's character by reading their resignation letter. My desire is that in transition that you would say nice things about me publicly and privately. I also commit to saying

nice things about you publicly and privately. Saying that I have thick skin and a soft heart – don't leave anything unsaid with me. I would rather you say the final 10% to me now rather than behind my back.

9. Anticipate with Change comes opportunity

*As an individual there is great opportunity

*As a ministry there is great opportunity.

10. Let's Be Strong & Courageous in this new Season. Expecting Great Things from God.

Let's honor one another and pray for each other in this new chapter God is calling us to.