the hope

"Loving people as we follow Jesus into our next step."

Hope Coffee Cafe Leader Role Description
-Part Time-

Direct Report
The Cafe Leader reports to the Coffee Ministry Director

Primary Objective
The primary objective of the Cafe Leader's role is to focus on guiding and overseeing an effective, missional side-door ministry of The Hope to "Love People Through Coffee" in the community and beyond.

Relationships
- Member of the Ministry Leadership Team
- Collaborate with the Hope Coffee Operational Director in all aspects of the ministry
- Oversee, supervise, and mentor coffee missionaries (volunteers) in the ministry

Responsibilities

Lead Each Shift with Purpose

- Prepare with purpose: Uses the schedule and other communications to plan and prioritize the team's activities
- Lead with awareness: Position yourself to observe the store's flow, recognize customer cues, and respond to opportunities to offer genuine hospitality and connection.
- Follow through with excellence: Complete tasks and priorities while maintaining focus on serving guests.
- Create a welcoming environment: Keep the store clean and inviting.
- Connect and equip the team: Use quick check-ins to share information, align priorities, ensuring volunteers feel prepared to serve.

Solving Problems in the Moment

- Anticipates and addresses challenges: Recognizes potential problems and uses resources appropriately.
- Leads with calm and confidence: Remains composed when challenges arise and takes appropriate action as needed.
- Turns challenges into opportunities to grow: Recognizes teachable moments and

uses them to encourage, coach, and equip volunteers with confidence and care.

- Communicates and follows through: Documents and shares important information, concerns, and resolutions with leadership.

Creating the Hope Coffee Environment

- Sets the tone and models the mission: Leads with a positive attitude. Builds genuine rapport with guests and volunteers.
- Creates moments of connection: Keeps the team focused and encourages meaningful interactions with guests and fellow volunteers.
- Welcomes and equips new volunteers: Uses First Impression meetings and onboarding to help new volunteers.
- Builds teamwork and celebrates wins: Encourages collaboration and helps volunteers navigate change.
- Encourages growth in coffee, craft, and service: Encourages volunteers to grow in coffee and craftsmanship, provide opportunities to develop skills, and contribute to the ministry.

Operational Excellence & Continuous Improvement

- Maintains operational standards: Partners with the Director to uphold the systems, procedures, and standards that support Hope Coffee.
- Maintains a clean, safe, and welcoming environment: Uses established cleaning checklists and routines to ensure the café is clean, safe, organized.
- Practices accurate stewardship: Uses cash-handling procedures and time logs. Maintains accuracy, accountability, and responsible stewardship of all resources.
- Identifies opportunities for improvement: Observes daily operations, identifies challenges/opportunities, and communicates recommendations to the Director to strengthen the café and its ministry.

Coaching for Performance & Development.

- Coaches in the moment: Observes Cafe interactions, offers timely encouragement and appropriate feedback. Helps volunteers strengthen their skills.
- Develops volunteers intentionally: Partners with the Director to support volunteer growth and helps each person discover opportunities to learn and contribute.
- Supports volunteers through change: Listens to concerns, recognizes how changes affect the team, and works with the Director to provide clarity and support.
- Models a posture of growth: Practices self-awareness, reflection, humility, and a

willingness to receive feedback.