

CityChurch Ministry Position Description

Ministry Area : Spiritual Formation

Position Title: Pastoral Care Administrator

Employee: OPEN

Job Status: Full-Time

Primary Objective: To support Community Care ministry, systems, administrative functions, teams and Pastor.

Key Job Responsibilities include:

- *Oversee the Volunteer Leaders of the Community Care Teams
 - *Connect, Prayer, Baptism, Marriage and other*
 - *Execute or delegate training, planning, scheduling, communicating and recruiting**
- *Work closely with Production Team to ensure the best worship experience for attendees*
- *Ensure appropriate resources are available for volunteers (Connect carts, prayer boxes, etc.)*
- *Manage all hospitality items/collateral located in lobbies, Room 114, and restrooms*
- *Actively engage in tactical meetings, monthly strategic meetings, off-site retreats, and other ad-hoc meetings to reinforce clarity, accountability, and results*
- *Schedule Pastoral Care appointments. Maintain calendar with accuracy and completeness*
- *Maintain thorough knowledge of programs/events to help people determine next steps in their spiritual journey*
- *Manage/maintain wedding and funeral processes and systems to fulfill congregant requests*
- *Develop streamlined administrative systems to process care requests/records accordingly*
- *Triage calls/walk-ins requesting assistance, clearly articulating Pastoral Care policies, and refer counselees to vetted support services*
- *Maintain schedule for POC rotation ensuring care for the congregation when needed*
- *Facilitate preparation and execution of baptisms with staff and volunteer teams*
- *Alert staff/volunteers to pertinent information (appointments, prayer requests, hospital visits, funerals, etc.), and dispatch accordingly*
- *Make weekly contact with attendees for encouragement and support (proactive pastoral care)*

- *Distribute prayer requests and provide information on next steps in their spiritual journey*
- *Support the Associate Pastor's administrative needs*
- *Other duties as assigned*

Supervisory Responsibilities:

- *Volunteers and Volunteer Leaders*

Position Specific Competencies:

- *A heart to help people shift from merely surviving to truly thriving*
- *Self-motivated in the efficient and effective management of time*
- *Ability to maintain a positive and proactive collaborative environment*
- *Ability to lead volunteers in an effective and honoring way*
- *Proficient use of Word, Excel, email and Internet applications*