



## Position Description

**Title:** Assistant for Congregational Care and Connection

**Work Schedule:** 20 Hours Per Week (Hourly, Non-Exempt)

**Role:** Provides administrative support for the Associate Pastor of Congregational Care and Connection

### Skills Required:

- Trustworthiness and able to keep congregational care information confidential
- A servant's heart that recognizes the importance of church ministry and members
- Team player
- Excellent written and oral communication skills
- Ability to connect with people in a caring way
- Proficiency in Microsoft Office (Word, Excel, and Publisher) and Outlook; experience with ACS and Realm helpful.

### Care Responsibilities:

- Daily check in with Moore Regional Hospital to determine if a member has been hospitalized.
- Update and prepare weekly Pastors list which includes all members hospitalized or in crisis.
- Answer/screen incoming phone calls for Associate Pastor (AP) and provide clerical assistance, particularly for events (Home Communion, Grief Support, Stephen Ministry Training, Caroling, Easter/Christmas flower delivery, etc.)
- Prepare notecards for AP to send out to those hospitalized, grieving, new baby, etc. and keep a record.
- Have a working knowledge of all ministries/respective leaders that fall under Congregational Care. When appropriate, provide clerical assistance to leaders of:
  - o Congregational Care Ministry
  - o Stephen Ministry
  - o And other Ministry teams related to Congregational Care: Card Ministry, Driving Ministry, Flower Ministry, Grief Ministry, Handyman Ministry, Home Communion, Hospital Visitation, Martha's Friends, Meal Ministry, Prayer Shawl Ministry, Visitation Ministry, and Wednesday Prayer Time.
- Produce bulletins for funerals/memorial services. Assist with the details of setting up services at Brownson/funeral homes, communicate with family when needed. Familiarity with Brownson's funeral policies.
- Update as needed and produce a supply of Congregational Care booklets: Funeral Policy, Martha's Friends Bereavement Meals, Mortal Matters, Prayers and Meditations).
- Organize and update list of members in hospital/rehab/nursing facilities and all homebound. Produce monthly schedule and cover letter for Visiting Ministry
- Update as needed the Congregational Care whiteboard in the reception area.
- When needed, serve as a back-up for answering phones, accessing ACS (membership and calendar), Galaxy, and Sunday Bulletin production.

### Connection Responsibilities

- Work with AP and Director of Member Ministries to develop new pathways and systems of engagement for members
- Work to support fellowship events (Church Picnic - Registration and Logistics)
- Develop new process for Church Directory (digital and print)

### Core Competencies

- **Attention to Detail:** Consistently attends to the many small pieces which must be assembled into an organized whole; keeps the larger picture in mind while ensuring accuracy with the details.
- **Technical Expertise:** Possesses technical skills required to proficiently execute the essential functions of the job; continually works toward the mastery of technical proficiency.
- **Creativity and Innovation:** Generates new ideas; makes new connections among existing ideas to create fresh approaches; practices good judgment about which creative ideas and suggestions will work.
- **Integrity and Trust:** Seen as trustworthy; practices direct, honest, respectful, and transparent communication; keeps confidences; doesn't operate with hidden agendas; responds to situations with consistency and reliability.
- **Interpersonal Skills:** Establishes good working relationships with others who are relevant to the completion of work; works well with people at all levels of the staff and congregation; builds appropriate rapport and considers the impact of his/her actions on others using diplomacy and tact.
- **Verbal Communication:** Is able to deliver a message clearly and articulately in a variety of settings.
- **Written Communication:** Is able to write clearly and succinctly; employs correct grammar, punctuation, and patterns of speech; clearly delivers message in a tone appropriate to the context.
- **Organizational Knowledge:** Knowledgeable about how congregational communication, decision making, and leadership works.

### Salary

20 hours per week at the rate of \$22 per hour, approximately \$22,880 annual compensation.