

JOB TITLE:	CARE ASSOCIATE
MINISTRY AREA:	Care
EMPLOYEE NAME:	Open
REVISED DATE:	5/1/2024
CLASSIFICATION:	15 PT – Non-Exempt
ACCOUNTABLE TO:	TBD

OUR MISSION

The mission of Pine Hills Church (PHC) can be expressed in three words: **BRING** (1 Tim 2:4), **BUILD** (Luke 10:27), and **SEND** (Matthew 28:19). We aim to bring people to Jesus, build people to live like Jesus, and send people out to multiply like Jesus. Our values are **Bible-driven, Jesus-centered, and Spirit-led**. Our mission and values are the lenses through which we view and evaluate our ministries.

VISION & PURPOSE OF ROLE

The Care Team exists to facilitate holistic care and support within PHC by partnering with deacon/deaconess teams, nurturing ministry partners, building cohesive teams, overseeing support groups, processing prayer and support requests, providing compassionate presence during funerals, and spearheading additional care initiatives to meet the diverse needs of the congregation through a variety of care initiatives.

EXPECTATIONS

- A consistent and intimate relationship with God the Father, Jesus the Son, and the Holy Spirit.
- Align with PHC's Bylaws, Statement of Faith, and Employee Handbook.
- Align with PHC's values, mission, and vision.
- Become a member of Pine Hills Church and consistently attend services.
- Implement and execute PHC's mission and vision within your area of ministry and work collaboratively with other PHC Staff and ministries to achieve that.
- Create/manage a ministry budget tied to strategic outcomes.
- Maintain/cultivate healthy relationships with your family and people within your community.
- Actively participate in and lead meetings.
- Personally live out the mission of bring, build, send.
- Give and receive feedback regarding the leadership and effectiveness of you and your team.
- Provide vision, coaching, clarity, and leadership to your team.
- Serve and support as needed in other ministry areas and activities.
- Continue learning, growing, and adapting to ministry needs and expectations.

QUALIFICATIONS

- Experience building and leading a successful ministry with tangible results, or relevant work experience.
- Positive qualities: self-driven, humble, teachable, team player, relational, effective communicator.
- High level of relational ability and leadership.
- Healthy work-life balance.
- Able to lead and shepherd others effectively.
- Passion to care for and love others well.
- Passion for serving and investing in others.
- Highly relational leader
- Able to step into challenging situations and work well with all kinds of people
- High level of confidentiality.



- Administration, organization, computer skills
- Professional and friendly demeanor

RESPONSIBILITIES

- Partner with the Deacon and Deaconess team to assess and meet the needs of the body through various care initiatives.
- Build and manage Ministry Partner teams to assist with the care of the body.
- Collaborate with ministry leads to strengthen and support care initiatives within their ministry.
- Research and document resources and partners within the community to provide care.
- Identify measurable methods for reviewing and assessing community resources for the body.
- Provide timely and accurate communication to all care teams.
- Partner with leadership and ministries to provide care and support of Ministry Partners.
- Assist leadership with care initiatives for staff.
- Assist in providing training to lay leaders to support care ministries.
- Help set up and support families through funerals.

Discipleship/Leadership

- Partner with Deacon/Deaconess team.
- Lead and shepherd families whose funerals are hosted at PHC.
- Recruit and develop Ministry Partners for Care Teams.
- Meet with Ministry Partners consistently to foster community and discipleship.

Administrative Support

- Support the Deacon and Deaconess Team with office tasks, correspondence, and assistance requests. This includes answering phone calls, emails, prayer requests, and assistance requests.
- Coordinate and manage the needs and office tasks of Support Groups.
- Maintain accurate records and processes related to church membership and new guests.
- Maintain and manage the church database system to accurately track Ministry Partner team participants, Ministry Partner team leaders, and new guest information.
- Handle Connect correspondence through texts, phone calls, and emails.
- Prepare and coordinate the atmosphere for areas of responsibility.
- Manage the annual budget for Guest Services within established limits.
- Schedule and conduct meetings with team leads for effective coordination and communication.
- Provide support in Planning Center training and implementation.

PHYSICAL REQUIREMENTS

- **Sitting and Computer Use:** Regularly required to sit for extended periods, utilizing hands for computer operation, including keyboards and office equipment.
- **Physical Mobility:** Occasional standing, walking, reaching, and bending for various office tasks. Ability to stand or walk for extended periods, especially during events, services, or when overseeing activities within the church grounds.
- **Lifting and Carrying:** May involve occasional lifting and carrying of items weighing up to 10 pounds.
- **Communication:** Clear verbal communication skills to interact with congregation members, volunteers, staff, and visitors.
- **Vision and Hearing:** Adequate vision and hearing abilities needed for reading documents, viewing screens, and communicating effectively.
- **Driving Proficiency (if applicable):** Possession of a valid driver's license and proficiency in driving might be necessary for church-related operations or events.

Accommodations: Pine Hills Church is committed to providing reasonable accommodations to qualified individuals with disabilities and ensuring equal access to employment opportunities. If you require an accommodation to perform the essential functions of this position, please inform us of your needs during the application process or to discuss possible accommodations.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of PHC without it being specifically included in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Executive staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)