



## Job Description and Qualifications

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Job Title:	<b>Care Ministries Coordinator</b>
Department:	Care Ministries
Position Status:	Hourly, Non-Exempt (eligible for overtime)
Position Schedule:	30 hours per week (Monday – Thursday; 9am – 5pm)
Reports to:	Director, Counseling Services & Celebrate Recovery
Supervises:	N/A
Date:	June 2019

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### **PURPOSE**

Provide administrative support and coordination for the Care Ministries activities and be the initial point of contact for congregational members or the public, requesting ministry assistance including counseling services, recovery programs, support groups etc.

### **PRIMARY DUTIES**

- Coordinate weekly program activities and support volunteer leaders within care ministries, troubleshoot various issues and follow up to ensure resolution;
- Respond in a timely matter to requests for services, conduct initial Interview/intakes with individuals needing counseling services, support group help, prayer requests etc., coordinate with leaders in the identified ministries, or refer as needed to community resources within or outside the church;
- Communicate weekly with volunteers, recruit & train new volunteers when possible, delegate tasks when appropriate, and attend ministry volunteer meetings as requested;
- Track donation income from all care ministries, work with finance to track program expenses and follow processes for month end reconciliations;
- Assists with promotion, sign-ups and signage of various ministry activities;
- Manage travel as needed for training events etc.;
- Make copies, update/maintain ministry files and print weekly materials & purchase various materials for programs as needed;
- Update policies and procedure manuals/standard operating procedures as directed, which may include proofreading, editing and formatting communication, and taking meeting minutes for various ministry meetings;
- Coordinate calendars, set up meetings for individuals or groups as needed, manage room reservation requests with facilities team to accommodate ministry needs;
- Any other duties assigned as needed per ministry requirements.

### **EDUCATION AND EXPERIENCE**

- High school diploma or GED required. Bachelor's degree in Human Services or Counseling highly preferred.
- At least one year of previous experience working in an administrative support setting, required. Strong preference for previous experience in a human services or healthcare setting.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Alignment with Chapel Hill's values and agreement with the EPC Essentials of the Faith ([epc.org/about/beliefs](http://epc.org/about/beliefs)).
- Knowledge of principles and processes for providing a high level of personal and spiritual care, and an ability to handle confidential matters with discretion and maturity.

- Exceptional communication skills, both written and oral, and an ability to give full attention to communication conveyed.
- Flexibility to work in a multi-tasking, fast-paced, changing environment, while maintaining a strong use of logic and reasoning to identify the correct solutions and staying organized.
- High level of service orientation, ability to work well with diverse groups of people and personalities, and a desire to work with groups or teams of people.
- Ability to use initiative and judgement to handle non-routine matters, and comfortable in abilities to handle various issues autonomously.
- High level use of computer and internet skills including Outlook, Internet Explorer, MS Office, Excel and PowerPoint, Proclaim Presentation Software.

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**All employees are required to pass a criminal background check prior to start of employment.**

*All employees must understand that they are a part of a Christian church and that their employment is a God-ordained vocation. In this regard, employees must fully support and live consistently and in accordance with any Statement of Faith and Christian standards of living as may be set forth in the church's employee handbook.*