

CROSSROADS PRESBYTERIAN CHURCH

Congregational Care Director

Reports to:	Senior Pastor/Head of Staff	Effective: 09/01/15 Revised: 06/12/18
Directly Supervises:	No direct reports	
Staff Resource:	Congregational Care Ministry Team and Project Teams	
Status:	Part Time (20 hours/week);	
FLSA:	Exempt	

Job Summary:

The Congregational Care Director (CCD) will provide leadership and oversight to the various congregational care ministries and their leaders. The primary goal of the CCD is to ensure a vibrant, engaging, and welcoming congregational life for members and visitors.

Essential Functions:

- Shepherds, equips and guides lay leaders in congregational care roles.
- Identifies ministry opportunities and needs that will enable an engaging congregational experience for Crossroads' visitors and members.
- Recruits, leads and equips volunteer congregational life ministry leaders to offer congregational engagement in areas including (but not limited to):
 - Recreation – identifying and providing opportunities for congregation interaction and fellowship through programmed and organized recreational opportunities such as pickleball, badminton, basketball, games or other activities suitable across all age groups.
 - Fellowship – leading the Fellowship ministry team to create a welcoming and warm environment before, between and after worship services.
 - Hospitality – ensuring the Hospitality team is staffed with volunteers and equipped to support various events in the church's life such as Festival Sunday.
 - Visitors/New Members – ensures new members and visitors are welcomed and invited to engage with Crossroads through intentional greeting, follow up and encouragement to enroll in a new membership class if desired. Follows up with new members to encourage engagement and assimilation.
- Manages the Crossroads membership roster (e.g., additions, deletions, changes) along with administrative staff and Session.

Other Responsibilities

- Participates in weekly leadership team staff meetings
- Evaluate programs for effectiveness on an annual basis and modifies them according to changing needs.

Minimum Qualifications:

- Bachelor's degree or 5+ years of experience organizing and leading teams of people to provide support, services or actively engaging or mobilizing large groups
- Work/volunteer experience in preferably in a large church environment (500+member)
- Ability to consistently attend worship
- Demonstrated leadership, team building and group facilitation skills

Preferred Qualifications:

- Current active member of Crossroads.

Core Competencies:

- **Mission Ownership:** Demonstrates understanding and full support of the mission, vision, and core values of Crossroads Presbyterian Church. Can teach those core values to others. Leads his/her ministry team(s) to identify unique mission and vision, which is in line with the mission and vision of Crossroads Presbyterian Church.
- **Spiritual Maturity:** Shows strong personal depth and spiritual grounding; demonstrates integrity by walking the talk and by responding with constancy of purpose; is seen by others as trustworthy and authentic; nurtures a rich spiritual life; seeks the wisdom and guidance of appropriate mentors; is able to articulate a clear and consistent theology.
- **Initiative:** Enjoys working hard; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seizes opportunities; sets demanding but achievable objectives for self and others.
- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.
- **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self as a resource to other members of the team; understands and supports the importance of teamwork; shares credit for success with others, takes responsibility for his or her part in team failures.
- **Volunteer Management:** Provides direction, gains commitment, facilitates change and achieves results through the efficient, creative and responsible deployment of volunteers; engages people in their areas of giftedness and passion.
- **Project Management:** Identifies the key objectives and scope of a proposed project; garners needed resources and project support; develops a realistic and thorough plan for achieving key objectives; keeps team members briefed on progress; implements action plans; communicates progress to sponsors; identifies and resolves barriers and problems.
- **Self-Differentiation:** Demonstrates strong and appropriate personal boundaries in relationships; has a healthy appreciation of self without being egotistical; is emotionally mature; can maintain a non-anxious presence in the midst of turmoil; not overly dependent on outside affirmation; works to build a strong personal support system.