



Job Description

Community Care Specialist

POSITION

Staff Member:	Open
Position:	Community Care Specialist
Reports To:	Associate Director
Revision Date:	August 2017
Classifications:	Part-Time / Hourly / Non-Exempt

OBJECTIVE

The objective of the Community Care Specialist is to ensure the successful care for children's and family ministry leaders within the INCM network. This position supports the Community Team by responding to the needs of the Student and Member audiences and proactively recruits a team of leaders to assist. The Community Care Specialist also maintains the systems related to care.

GIFTS

In addition to *spiritual maturity*, the gifts most critical to this position are Administration, Service, and Encouragement with Discernment as an important secondary gift.

ESSENTIAL DUTIES & RESPONSIBILITIES

MINISTRY EXECUTION -

Community Initiatives: CPC, Children's Ministry Certification, Online Training, Kidmin.com/Dispatch
Communication:

- Responds within 24 hours to all incoming questions and needs from the community
- Works to solve all issues immediately, or within 48 hours if additional assistance is needed
- Coordinates with the INCM staff to get information or handle any financial issues

System Maintenance

- Oversees and maintains Groove for all Community Initiatives
- Maintains Infusionsoft for all Community Initiatives including tagging, processing refunds, cancelling or upgrading subscriptions, and importing contact lists.

EVENT RESPONSIBILITIES

- Contributes to the development of Community Initiatives presence at CPC and other events (booth, print and digital materials)

- Provides director customer care for Community Initiatives at events
- Assists the Community Team as needed

OTHER DUTIES AS-NEEDED/DIRECTED BY THE ASSOCIATE DIRECTOR

The Community Care Specialist agrees to take on additional responsibilities as directed by the supervisor and as necessary for the continued development of INCM. These responsibilities will most likely be added according to the gifts, passions and talents of the employee, designed to address the growing and changing needs of the ministry team and may be added at the initiative and discretion of the supervisor.

RELATIONSHIPS

- Reports to the Associate Director
- Interacts significantly with Bookkeeper, Infusionsoft Specialist, Community Support Specialist
- Serves alongside the Community Team
- Recruits and supervises one or more Staff Level Volunteers
- Submits to the Board of Directors

REQUIREMENTS

- Minimum of a Bachelor's degree or related ministry, customer service, or administrative experience
- Experience leading in children's ministry for a minimum of 5 years
- Experience in shepherding and training other children's ministry leaders for a minimum of 2 years
- Excellent written and verbal communication skills for use in a variety of settings
- Key spiritual gifts of teaching, service and leadership
- Key strengths of achiever, relator, and responsibility
- Proven success in managing relationships and agreements.
- Proven record of effectively and calmly managing multiple projects and relationships
- Evidence of a passion for children's and family ministry
- Ability to fulfill the physical, mental and emotional requirements of the position
- Willingness and ability to comply with and support all policies, procedures, standards and statements outlined in the Staff Handbook and other governing documents created for INCM
- A growing committed follower of Jesus Christ. (1 Tim 3:1-7; Titus 1:6-9)
- If married, a home as spelled out in Eph. 5:21-6:4