

Care Ministries Case Manager Job Description

Title: Care Ministries Case Manager

Department: Care

Classification: Part Time Support Non-Exempt

Reports to: Director of Care Ministries

Updated: August 2018

PURPOSE

Provide support for the Director of Care Ministries and the Care Ministry at Constance Free Church.

QUALIFICATIONS

1. Personal relationship with Jesus Christ as Lord and Savior, and evidence of a transformed Christian life.
2. Willing to support the Constance statement of faith, purpose, vision, constitution and policies.
3. Able to function as a team player and work well with others. Has significant relational intelligence.
4. Gives high value to the following:
 - a. People - Is able and willing to work with individuals with patience and grace.
 - b. Serving - Is inclined to look for ways to help as opposed for looking for ways to say "no."
 - c. Organization - Is able to comprehend the big pictures of a ministry and able to develop methods to effectively manage the parts of the whole.
 - d. Details - Is a finisher, able to see projects and tasks to the end. Is able to address the details needed in successful completion.
5. Must have great communication skills, both verbal and written. Must be able to clearly communicate by phone and email due to the position's dependence on these methods of communication.
6. Demonstrates ability to perform routine office functions effectively and efficiently.
7. Personal computer skills using Microsoft Office products; and a willingness/aptitude for learning to use church management software.
8. Must be able to creatively problem solve while seeing the big picture.
9. Must be able to keep details of the job confidential.

RESPONSIBILITIES

(Estimate of Hours per Week Devoted to Each in Parenthesis)

Administrative Support (40%)

1. Assists in planning, organizing, and administrating leader training events.
2. Assists in tracking the pre-marital process including preparing for the pre-marital seminars.
3. Assist with hosting funerals when needed.
4. Creating, editing, and updating communication material (brochures, weekend program, website, mailings, prayer response cards and weekly prayer reminder cards, etc.).
5. Communicating childcare needs to Nursery Coordinator.
6. Prepare prayer response cards and mail weekly.
7. Updating the monthly after service prayer schedule and send weekly prayer reminders.
8. Update and submit set up requests on Planning Center Resources as needed.
9. Responsible for transcribing prayer requests for staff prayer.
10. Process background checks.
11. Various tasks assigned by the Director of Care Ministries.

Case Management (60%)

1. Phone calls and emails.
2. Work with Director of Care Ministries to follow up on requests for assistance from Care Ministries.
3. Assist the Director of Care Ministries with calls in response to prayer requests.
4. Contact the person or persons that requested financial support from Constance.
5. Interact with all necessary contacts when processing the benevolence applications. This includes employers, caseworkers, and Anoka County BridgeLink partners.
6. Gather all information necessary to help in making decisions. Share findings with the benevolence team.

RELATIONSHIPS

The Care Ministries Case Manager will respond directly to the Director of Care Ministries and will work closely with other support and ministry staff.