

# OAKHILLS

## C H U R C H

**Our Mission:** *We are the Body of Christ called to be Jesus in every neighborhood in our city and beyond.*

**Our Values:**

- Unity:** We seek to promote unity in the Body of Christ
- Grace, Truth and Faith:** We offer grace, stand for the truth, and live by faith.
- Family:** We embrace the family as the core teaching and discipling center.
- Inclusivity:** We invite all people to belong to Christ’s community regardless.
- Every Believer a Minister:** We view every believer as a minister.
- Prayer:** We seek God in all decisions through prayer.
- Neighborhood:** We organize our efforts around neighborhoods.

<b>Job Title:</b>	<b>Pastoral Care Coordinator</b>	<b>Status:</b>	Core Part–Time (25)
<b>Department:</b>	Care and Growth	<b>FLSA:</b>	Non-Exempt
<b>Reports to:</b>	Minister of Care & Growth	<b>Job Class:</b>	Professional
<b>Direct Reports:</b>	None	<b>Minister Designation:</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>Work Week:</b>	Monday - Thursday	<b>Driving:</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

- I. **Job Summary:** Provides assessment, referral(s), and case management for people seeking assistance from OHC in times of crisis (e.g. financial, death, and/or personal need).
- II. **Primary Duties and Responsibilities:**
  1. Responds to requests for financial assistance and follows guidelines as approved by Governance Team. Interviews, discerns underlying needs and determines eligibility for the church’s financial benevolence program. Maintains accurate and comprehensive records of each presenting case, including all conversations, plans, monetary provisions and goals.
  2. Maintains available food resources to provide a package of portable foods to those who come on a walk-in basis to the church campus if needed and desired. Refers to other larger food ministries in the city as appropriate.
  3. Ministers to families of those who have lost loved ones and facilitates the logistics of a funeral or memorial service on the OHC campus. Coordinates with those who will preside over a celebration/memorial service and coordinates necessary personal and pastoral care for the family in grief. Provides on-sight attention to the family at the service.
  4. Assist the Prayer Ministry Team with training materials, supplies, and communication. Receives prayer requests from various sources, edits and assigns these requests appropriately, and provides to Elders and Prayer Ministers on a regular basis. Assists with the maintenance of the database of prayer team volunteers and prayer requests.
  5. Maintains a working knowledge of the of the Church’s Care ministries, their goals and leadership/key personnel. In addition to benevolence and bereavement, these ministries include prayer, marriage, stewardship education, care communities, counseling and personal spiritual freedom groups. Stays informed of all the OHC equipping ministries such as programming for children and youth, adults, worship, etc.
  6. Communicates with Ministers and Elders regarding special needs that arise such as transportation, meals, minor repairs, etc.
  7. Assists with training and utilization of volunteer teams in the various areas of pastoral care as needed.
  8. Attends various staff meetings as needed.
  9. Other duties and responsibilities as assigned.

**III. Minimum Qualifications:**

1. Bachelor's Degree required. Degree in Human Services or advanced education in counseling, health care or related field preferred.
2. Two (2) years of experience in social work, family support or relevant field. Case management experience is preferred.
3. Experience can substitute for education.

**IV. Knowledge and Abilities:**

1. Knowledge of case management principals and best practices.
2. Knowledge of benevolence policies and procedures.
3. Knowledge of community welfare resources.
4. Knowledge of funeral and memorial service requirement and processes.
5. Knowledge in relational intelligence, grace and cross-cultural sensitivity.
6. Knowledge of English grammar and vocabulary.
7. Knowledge of computer office applications and equipment.
8. Ability to work independently with limited supervision.
9. Ability to communicate clearly and effectively through both verbal and written means.
10. Ability to listen well, practice discernment and empathy, patience and hospitality.
11. Ability to pray with and for others.
12. Ability to read and understand basic leases and contracts and knows how to work with creditors and utilities to resolve immediate financial concerns.
13. Ability to establish and maintain effective working relationships with staff, members, and ministry volunteers.
14. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making.

**V. Physical Requirements and Working Conditions:**

Occasional lifting/carrying up to 10 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

**VI. OHC Staff Expectations:**

1. Active and personal relationship with Jesus Christ.
2. Actively practices personal spiritual disciplines and leads with humility, character, and love.
3. Personally aligned and engaged with the OHC mission, vision, strategy and values.
4. Actively engaged in the OHC mission to be Christ where you work, live and play.
5. Attend Life with Oak Hills and become an OHC member within six (6) months of employment.
6. Partner with other departments to lead, promote, and/or implement ministry initiatives and events.

**Revised: August 2019**