



## Director of Caregiving & Outreach

Department: **Community Engagement - Ministry Division**

Wage Type: **Full-time**

FLSA Exemption: **Exempt**

Revision Date: **October 15, 2021**

### Responsibilities

#### **Must be able to develop leaders and release people in their giftedness...**

The Director of Caregiving & Outreach is responsible for maintaining effective ministry to those in need, including the sick, hospitalized, lonely, and homebound of the church with an eye for mission connection and support. They will engage and direct key volunteer leaders in specialized ministries such as NICU, Stephen Ministry, Meal Ministry, Cancer Care, Funeral Ministry, Deacon and Deaconesses, and the like. The Director of Caregiving & Outreach will partner with each pastor to ensure the congregation receives the care specific to their needs and to coordinate and promote our ever growing Mission of the Month program. *The Director of Caregiving & Outreach must ensure that work performance, files, and documentation are in compliance with Church Bylaws, Human Resources Policy, and Standard Operating Procedures. The Director of Caregiving & Outreach must lead by example; maintain high core values and adhere to the CL Mission and remain fiscally responsible. As an employee of Christ Lincoln, the DCO will be expected to attend weekly staff prayer time and other scheduled staff meetings as well as engage in staff responsibilities and activities.*

#### **Supervisor:** Director of Ministries

- I. Operate with an Outward Mindset.
- II. Utilize Fellowship One for accurate and timely record keeping and develop appropriate protocols and processes with database capacities.
- III. Coordinate Thrivent Action Teams and volunteers to assist with the various aspects of the caregiving ministry.
- IV. Administer over the Mission of the Month program to include connecting with assigned missions, ensuring timely submission of promotional materials and developing a whole church communication plan.
- V. Engage volunteer opportunities for the congregation as they arise from the Mission of the Month program and other outreach programs.
- VI. Develop and implement additional care ministries and lay leaders as fits with the overall vision, mission and goals of Christ Lincoln i.e. Deacon/Deaconess, Stephen Ministry, GriefShare, Surviving the holidays, AA, AI Anon, etc.

#### **Recipients:** Congregation and Community Partners

- I. Manage and develop a system for visitations and visitation teams to include recruiting, training and motivating congregation members.
- II. Raise up individuals to be a listening ear and provide guidance as needed to congregants.
- III. Provide assistance with physical resources when requests come in and connect with community resources when we are unable to assist directly through our Needy Family Fund or other resources.
- IV. Coordinate the details for the creation and distribution of Thanksgiving and Christmas baskets.
- V. Oversee the Shut-In Ministry; manage records; recruit, train and encourage volunteers to visit and care for individuals monthly, including providing opportunities for the receiving of Communion.

#### **Coworkers:** Ministry Directors and Campus Pastors

- I. Maintain Prayer List for public worship prayers.

- II. Develop and implement processes around the length of time on the list and follow up before removal from the Prayer list.
- III. Raise up Visitation teams and coordinate visitations for the visitor of sick / hospitalized.
- IV. Collaborate with pastors for end of life visitation and funeral planning.
- V. Connect congregation members with financial planning resources through the Director of Generosity and Advancement and other lay financial coaches.

**Direct Reports:** Volunteers, DCE Emeritus

- I. Develop, mobilize and resource key lead volunteer(s) for the following ministries: Stephen Ministry, Deacon/Deaconess NICU, Meal Ministry, Cancer Care, Quilters, and Funeral Ministry teams, etc. Delegate responsibilities and ensure they are equipped to care for those in need based on the heart of their ministry.
- II. Ensure Griefshare, Surviving the Holidays and other similar studies are equipped to meet.
- III. Encourage and equip the sewing ministries such as prayer shawls and quilters.
- IV. Expand and support a strategy for personal communication with the congregation for birthdays, anniversaries and ensure a minimum of one connection point per year with all members.
- V. Oversee the implementation of Stephen Ministry and Deacon/Deaconess programs.

**Competencies**

The Director of Caregiving & Outreach shall have the minimum competencies to successfully and efficiently complete work duties. Qualified Candidate will possess:

- I. Troubleshooting skills to process breakdowns to create and implement solutions.
- II. Strong organizational skills with attention to detail.
- III. Ability to multitask and prioritize daily workload.
- IV. Ability to take the initiative and be a self-starter.
- V. Ability to listen well.
- VI. Compassionate heart for those who are hurting.
- VII. Ability to work in collaboration with different people and personalities.
- VIII. Ability to maintain accurate data in our database.
- IX. Ability to match volunteer giftedness and passion with ministry needs.
- X. The ability to raise up volunteer teams to be released into ministry (ex. Stephen Ministry, Shut-in calls, etc.)

**Abilities**

The Director of Caregiving & Outreach should exemplify outstanding organization and time management skills. Professionalism, a positive attitude, accountability, respect and excellence are all skills and values expected in this role. All candidates must have the ability to read, write, and comprehend the English language and possess excellent verbal and written communication skills. It is critical that this candidate be one who focuses on raising up and releasing people in their giftedness. The expectation is to maintain and develop care giving ministries, as well as raise up and supervise winsome and passionate caregiving leaders in our community. The leader we are looking for is a person who can partner with others to envision, create, and team various roles in caring for the emotional and spiritual needs of our community.

**Qualifications**

The Director of Caregiving and Outreach must be a Christian and involved in the life of the church. If they are not currently a member of Christ Lincoln, they must join and become active here at Christ, agreeing with Lutheran doctrine. They must have a valid driver's license and ability to provide their own transportation. They must be able to use a computer, knowledge of database management and experience coordinating volunteers. Bachelor's Degree in Healthcare, education or social work is preferred. Theological training in hospice care or chaplaincy certification preferred.

**Equal Opportunity Commitment/Americans with Disabilities Act**

Christ Lincoln is an equal employment opportunity employer. This policy of equal opportunity and anti-discrimination protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification,

referral, and other aspects of employment, on the basis of race, color, sex (including pregnancy), disability, national origin, age, marital status, veteran status, or other non-merit factors will be prohibited.

Christ Lincoln will comply with the American with Disabilities Act. The Act protects qualified individuals from the discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

It is Christ Lincoln's policy not to discriminate against any qualified employee or application with regard to any terms and conditions of employment because of such an individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with Christ Lincoln's Non-Discrimination Policy, Christ Lincoln will consider reasonable accommodations to a qualified individual with a disability, as defined by ADA.