



**ROCK**  
C H U R C H

**JOB DESCRIPTION**

Position: **Care and Concern Program Manager**  
Reports to: **Pastoral Care Pastor**  
Position Status: **Full-Time, Exempt**

Department : **Care and Concern**  
Effective: **July 2011**  
Replaces: **All Previous**  
Position Number: **RC - 28 - 11**  
Posting Date: **July 13, 2011**  
1<sup>st</sup> Closing Date: **July 20, 2011**

**Position Summary:** The Care and Concern Program Manager provides initial assessment of all situations requiring biblical counsel and benevolence assistance. This position counsels people regarding immediate needs over the phone, ensures each individual receives guidance and appropriate care as needed, manages the lay counselor program and supervises volunteers. The Care and Concern Program Manager works under the direct supervision of the Pastoral Care Pastor.

**Job Responsibilities and Duties:**

1. Policy and Guidance
  - a. Develop and maintain counseling and benevolence policies in concert with the Rock Church vision statement and staff handbook.
  - b. Keep the spiritual aim of edification integrated in all care and concern ministries.
  - c. Develop and maintain continuity of care and concern ministry programs.
  
2. Care Responsibilities
  - a. Connect individuals with internal or external resources that will help them.
  - b. Develop and sustain the entry level training program for lay counselors (“Caring for People God’s Way” – American Association of Christian Counselors).
  - c. Develop and sustain an ongoing supervision (including evaluation) of lay counselors.
  - d. Perform intakes of potential counselees for referral or assignment to lay counselors, pastoral staff and professional counselors.
  - e. Establish and maintain a referral network of various levels of professional counselors.
  - f. Conduct personal counseling as schedule allows.
  - g. Plan and provide long-range supplemental counselor training to lay counseling and Rock church staff leaders.
  - h. Maintain and update the forms related to accessing counseling services, i.e. intake forms, consent forms, etc.
  - i. Update the Care and Concern website with current information.
  - j. Oversee the Spiritual Growth path for Care and Concern direct reports and volunteers in harmony with the Do Something Life paradigm.
  
3. Concern Responsibilities
  - a. Listen to those in need of assistance and identify the issue.
  - b. Connect individuals with Internal or external resources that will help them.
  - c. Supervise, implement and monitor of aid and assistance within the benevolence ministry.
  - d. Review requests/applications and notify applicants of acceptance or denial per benevolence guidelines.
  - e. Submit request and distribute aid per benevolence guidelines and budget allocations.
  
4. Working Relationships
  - a. Oversee the Care and Concern ministry, and as a ministry staff member be under the mutual accountability of the Rock staff.
  - b. Work in close coordination with the Pastoral Support Team and Pastoral staff.

- c. Communicate effectively with Marketing and Communications as well as Facilities departments regarding information for the newsletter, church calendar, program planning, and use of facilities.
  - d. Nurture and provide direction for lay counselors and program leaders.
  - e. Maintain regular consultation with licensed professional counselors for networking and supervision.
5. Administration
- a. Perform long-range planning for the Care and Concern ministry.
  - b. Procure, maintain and distribute materials and equipment related to this ministry.
  - c. Coordinate building use and allocation of space related needs to this ministry.
  - d. Oversee a record-keeping system for staff or lay counseling performed in the church.
  - e. Prepare and oversee the Care and Concern ministry budget items.
  - f. Maintains record of all benevolence distributions in database.
  - g. Monitor petty cash for benevolence distribution.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Pastoral Care Pastor.

### **Job Skills and Requirements:**

1. Experience and training in the Social Services arena is preferred.
2. Master's degree in related studies preferred but not required.
3. At least 5 years experience in a related field (i.e. Social work, Family Counseling)
4. Demonstrated ability to discern nature and severity of individual situations.
5. Experience in conflict resolution.
6. Ability to recognize and maintain confidentiality as appropriate.
7. Ability to work independently or in a team-oriented environment.
8. Proficient in MS Window operating system, MS Word, MS Excel, Internet E-mail and Internet usage.
9. Strong verbal and written communication skills. Legible writing skills.
10. Strong organizational skills.
11. Self-motivated and flexible.
12. Maintains a Class C Driver's License and maintains an acceptable driving record (in accordance with the employee's auto insurance carrier and less than 2 DMV points on driving record.)

### **Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Strategic Ministry Model.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

### **Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 50 lbs (with or without assistance). This position also may require long periods of standing up and walking.

**Employment At-Will:**

All employees of The Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate and employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.