



ROCK CHURCH

JOB DESCRIPTION

Position: **Intake Administrative Assistant**

Reports to: **Care & Concern Program Manager**

Position Status: **Part time, Non-Exempt**

Department : **Care and Concern**

Effective: **January 2009**

Replaces: **All Previous**

Position Number: **RC-06-09**

Posting Date: **January 16, 2009**

1st Closing Date: **January 23, 2009**

Position Summary:

The Counseling Intake Administrative Assistant shall assist in providing administrative support to the Care and Concern Program Manager in the initial assessment of all situations requiring biblical counsel. Responsibilities include but are not limited to; consoling people in immediate need, ensuring each individual receives the appropriate paperwork and assistance needed to complete the intake process and following up to ensure the care was sufficient. Experience and training in the Social Services arena is preferred.

Job Responsibilities and Duties:

I. Care Responsibilities

1. Serve as the first point of contact for all inquiries regarding the Care and Concern /Marriage and Family counseling services.
2. Consoles people with immediate needs over the phone and those who are drop in visitors.
3. Ensure the correct forms and paperwork needed for counseling services are provided and complete upon return.
4. Establishes & maintains an efficient scheduling and follow up system for the Pastoral and lay counseling.

II. Concern Responsibilities

1. Listen to those in need of assistance and identify the issue.
2. Connect individuals with inside or outside resources as needed.
3. Follows up with the counseling providers and counselees to ensure the care was sufficient.

III. Working Relationships

1. As a ministry staff member be under the mutual accountability of the Rock staff.
2. Work in close coordination with the Care and Concern Program Manager, Marriage and Family Coordinator, Pastoral and support staff.
3. Attend weekly staff and department meetings.

IV. Administration

1. Update and restock all ministry materials when needed.
2. Monitor and maintain all fellowship contacts for both ministries on a daily basis.
3. Responsible for timely entry of client statistics utilizing of Fellowship the web-based database.
4. Assist in the organizational needs of Care and Concern / Marriage and Family programs and events. (i.e. room reservation)
5. Coordinate ministry building use and space related needs.
6. Maintains record of all benevolence distributions in database.
7. Update and restock all ministry materials and curriculum when needed.

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 Intake Administrative Assistant may perform other related tasks under the direction of the Care and Concern Program Manager and/or the Marriage and Family Pastor.

Job Skills and Requirements:

1. At least 2 years experience in a related field (i.e. Social work, Family Counseling)
2. Demonstrated ability to discern nature and severity of individual situations.
3. Experience in conflict resolution.
4. Ability to recognize and maintain confidentiality as appropriate.
5. Ability to work independently or in a team-oriented environment.
6. Proficient in MS Window operating system, MS Word, MS Excel, Internet E-mail and Internet usage.
7. Strong verbal and written communication skills. Legible writing skills.
8. Strong organizational skills.
9. Self-motivated and flexible.
10. Responds promptly to requests for service and assistance; meets commitments.
11. Listens and gets clarification; responds well to questions.
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 Governance system.
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 consoling individuals over the phone.