

**THE NATIONAL PRESBYTERIAN CHURCH  
ADMINISTRATIVE ASSISTANT FOR CARE MINISTRIES**

**POSITION DESCRIPTION**

The Administrative Assistant (AA) for Care Ministries is a full-time, non-exempt position. The Care Ministries AA is responsible for supporting the Care Council and all programs, initiatives, and ministries it oversees, as well as assisting the Associate Pastor for Congregational Care.

The general work week for this position is Monday through Friday with occasional evening and weekend responsibilities.

This position is under the direct supervision of the Associate Pastor for Congregational Care.

**ESSENTIAL FUNCTIONS**

**Pastor/Care Support**

1. Manage the intake, tracking, and dispatch of Congregational Care information.
  - a. Verify incoming congregational care information - confirm exact dates of hospital stays, exact locations in hospital or rehab, obtain contact information, request permission to share information, etc.
  - b. Collect, track, and respond to calls or e-mails from pastors, staff, and congregants.
  - c. Record notes in the Church Community Builder (CCB) database and communicate pastoral care needs to Care Pastor, Deacons, and/or other pastors.
  - d. Prepare, copy, and distribute tweekly Care and Joy Prayer List with input from pastors, staff, and members.
  - e. Manage online Care forms: "Prayer Requests" and "NPC Care Request Form."
2. Provide administrative support to the Care Pastor.
  - a. Assist in the coordination of logistics for pastoral visits by planning schedule, routes, parking, communion supplies, flowers, cards, etc.
  - b. Maintain and manage Care Pastor's calendar.
  - c. Submit mileage reimbursement requests for Care Pastor and Parish Associate.
  - d. Submit information required for monthly pastors' report to Session.
  - e. Reconcile Care Pastor's NPC credit card statement.
3. Respond to requests from other NPC pastors in relation to pastoral care needs.
4. Maintain the strictest confidentiality of information, conversations, email, correspondence, files, and other forms of communication and materials.
5. Other duties as assigned by the Care Pastor

**Council Support**

1. Produce, distribute, and update the yearly Care Council calendar.
2. Send the monthly Session Financial Packet to members of the Care Council, and request detailed budget reports when necessary.
3. Assist with any Care Council special initiatives or services.
4. Gather and submit information to the Communications Director for Annual Report.

**Program Support**

1. Provide administrative support to Care Ministries: Deacons, Stephen Ministry, GriefShare, Military Ministry, special outreach projects, and Adult Fellowship.
  - a. Schedule events and meetings in CCB.
  - b. Submit, in advance, special events to Communication Department for announcements and publicity.
  - c. Attend weekly ABLE (Operations/support services) meeting

- d. Prepare materials for meetings
  - e. Provide training and technical support to ministry leaders on how to utilize CCB and stay connected to the church community.
  - f. Complete monthly Deacon Reports for board meetings.
  - g. Take attendance at meetings, events, and services, and record in CCB.
  - h. Assist pastors in developing and implementing additional support group ministries
2. Submit quarterly payment requests for the IONA contract.
  3. Process Deacons' Assistance Fund and Pandemic Assistance Fund requests.
  4. Attend and coordinate special Care events: Wholeness and Healing services, Service of Remembrance, and 50 Year Member Celebration.
  5. Manage Gogo Grandparent account.

### **Funerals/Memorial Services and NPC Columbarium**

1. Coordinate funeral and memorial services and liaise between family and pastor.
2. Handle sale of niches, record keeping, and all other details related to the NPC Columbarium.
  - o Schedule tours of the Columbarium for next of kin or those purchasing niches.
  - o Order Columbarium nameplates and urns.

### **General Administrative Duties**

1. Share occasional responsibility for answering the church main phone, greeting visitors, and accepting packages/mail.
2. Occasionally update contact information for church member CCB profiles.
3. Produce and distribute monthly birthday lists.

### **CORE COMPETENCIES**

- A. Strong interpersonal skills—demonstrated ability to listen, to relate to people of all ages, and to maintain a calm, patient demeanor at all times, including when others are grieving or stressed.
- B. Superb organizational and administrative skills—including the ability to effectively manage large amounts of information coming from multiple sources, with constant attention to detail.
- C. Ability to manage multiple tasks simultaneously and to effectively manage deadlines.
- D. Ability to stay on task and stay productive even when a supervisor is not present in the office.
- E. Event planning skills—including the ability to plan and manage the logistics, timing, set up of events large and small.
- F. Strong technical skills—the ability to comfortably use Microsoft Office products, including but not limited to Word, Excel, and Outlook, as well as the ability to quickly learn and become fluent in the use of Church Community Builder software.
- G. The ability to maintain the strictest confidentiality of all information related to all congregation members, staff, and community members
- H. Knowledge of and competency in customary secretarial, receptionist, and administrative assistant functions

### **MINIMUM QUALIFICATIONS**

- A. Bachelor's degree from a four-year college or university is preferred
- B. A mature, personal relationship with Jesus Christ, showing continuing spiritual growth, moral and emotional strength, obedience to Biblical principles, and a demonstrated love for the Church of Jesus Christ.
- C. Ability to subscribe to and adhere to the Church's *Biblical Standards for Christian Leaders*
- D. Ample emotional and spiritual "bandwidth" to allow focus on meeting the needs of others
- E. Flexibility in work schedule as the position may require some evening or weekend hours

- F. Excellence in written and oral communication and ability to read, write, and speak well in English.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. Strong communication skills in English, including listening, writing, and oral communications.
- B. Regularly required to sit, stand, talk, walk, and hear.
- C. Frequently required to climb stairs, reach with hands and arms, and stoop, kneel, or crouch.
- D. The employee is occasionally required to carry documents or items from one building to another on the church campus.
- E. The employee must regularly lift and/or move up to 15 pounds.