



Job Description

Position: Director of Congregational Care & Guest Services, Bolingbrook Campus - TBD

Reports to: Campus Pastor, Bolingbrook Campus – Mark Lennox

Schedule: Part-time (1050 hours per fiscal year; est. 20 hours/week) / Hourly, Non-Exempt
Some weekends may be required

Employment

Classification: Pastor/Director (D)

Summary

This key position leads our Congregational Care and Guest Services Departments at our Bolingbrook Campus. The role oversees the array of ministries that focus on caring for our congregants and our front door of the church experience of hospitality and engagement. In Guest Services this includes helping guests make meaningful connections with our church family that help them commit to our community and our collective mission. In Congregational Care it is overseeing ministries and activities that allow the body of Christ to love in ways that are proactive and reactive.

Overview

Our aim is to make disciples; the over-arching progression of helping people get to know Jesus and follow him in all areas of their life. We believe discipleship doesn't happen in a vacuum, but in the context of relationships. We value our Atriums as being equal discipleship spaces to our Worship Centers. We value church family as an ideal to be explored and pursued. We believe fellowship is something beyond friendship; fellowship is friendship infused with the influence of the Holy Spirit. Our goal is that our Bolingbrook Campus would be known as the most welcoming, real and hospitable place in Bolingbrook. We aim to have people who come to our campus experience true fellowship every time they are here, and that all of our guests would notice and be drawn to the power of fellowship and the authenticity of caring church family amongst us. Combined with a hospitality movement, the Bolingbrook Campus looks to be known as the most caring place in town. This position will lead our people to live out love by caring for our people in a reactive and proactive way. We believe that if the church doesn't learn to care in tangible ways, we will fall short of what it means to be followers of Jesus.

Responsibilities

- Oversee the philosophy of ministry, strategies, staff, lay leaders, volunteers and associated budgets of the Guest Services and Congregational Care departments of the Bolingbrook Campus.
- Lead Guest Services teams: 1) during our weekend worship services, 2) as they support various midweek ministries at our campus, 3) as they support various special events at our campus, and 4) as they work to connection people to the church family at our campus.
- This includes the following teams: *Parking, Greeters, Ushers, Communion Prep & Serving, Compass Central Information, Atrium Café, and Discover The Compass* connection meal and *Guest Follow Up* teams. Each of these teams have volunteers or leaders guiding them. Altogether, there are currently about 50 volunteers serving.

- Recruit, train, manage, and lead an increasing number of Guest Services and Congregational Care volunteers to serve the mission of our church and campus; building on our belief that serving is a form of discipleship for those serving, and fellowship is a form of discipleship for those being served. Discipleship is our end goal; to help more and more people be formed in faith.
- Oversee our guest connections; the first steps we take to enfold people new to the church. This includes our *Discover The Compass* connections meals about 6 times per year. Invite guests to connect to our church through various assimilation techniques.
- Serve the Bolingbrook Campus Congregational Care through general pastoral care such as: pastoral counseling, new believer follow-up, hospital visitation, elder visitation, Assistance Fund referrals, pre-marital counseling, weddings, funerals, crisis counseling, meeting with people about baptism, care follow-up calls and emails, spiritual mentoring, professional counseling referrals, referrals to ministries or organizations.
- Recruit, train and empower leadership of a Care Team to handle the majority of the care ministry for the campus.
- Recruit, develop and oversee leadership in each department for the Leadership Development Pipeline.
- Oversee Congregational Care budgets and campus Assistance Fund team.
- Develop an expanding array of ministries at the department that serve various needs relating to a variety of hurts and challenges in life in a group or class setting.
- Attend weekly campus/ministry staff meetings.
- Attend monthly All-Staff meetings.
- Affirm our Statement of Faith and be in theological agreement with The Compass Church and the Evangelical Free Church of America.
- Attend The Compass Church weekend worship services on a regular basis.
- Be a member or become a member of The Compass Church within 12 months of employment. (Spouse included if married.)
- Basic understanding of Microsoft Office.
- A willingness to take on other duties as assigned.
- Contribute also as a generalist leader who can speak into the overall strategy and state of affairs of the Bolingbrook Campus and The Compass Church.
- Lead special projects, as called upon.

Qualifications

The ideal candidate would:

- Have a passion for the Church as a special place for life transformation. This leader must embody and role model an enthusiasm for the concepts of warmth, care, listening, welcome, and church family. This leader sets the tone for the feeling when someone comes to our campus and as they stay at the campus.
- Bilingual Spanish and English would be an added plus to cover English and Spanish Congregants.
- Be living a life set apart for Jesus Christ; role modeling faith and godliness.
- Pastoral or ministry experience desired. The ideal candidate would be Biblically literate, theologically aware, and have an established philosophy of ministry.