

HOPE

A Good Place To Find Life.

Position: Care Assistant

Job Type: Enhanced Seasonal (0-15 hours/week)

FLSA Status: Non-Exempt

Reports To: Care Coordinator, Susan Harrison

Overview

The Care Assistant supports HOPE's mission of helping people find life and purpose in Jesus Christ by assisting the Care Ministry in walking alongside individuals during difficult seasons. This role works closely with the Care Coordinator in the planning and execution of memorial services at HOPE Church, and provides on-call assistance for other Care Ministry needs. This role requires flexibility, attention to detail, and a compassionate presence in sensitive situations.

Responsibilities

1. Memorial Services

- a. Coordinating memorial services as assigned by the Care Coordinator
 - i. Serve as the primary contact for families, providing compassionate care and guidance throughout the planning process.
 - ii. Schedule and coordinate memorial service details with pastors, worship leaders, musicians, production, and hospitality teams.
 - iii. Plan and manage the order of service, including scripture, music, tributes, and multimedia elements.
 - iv. Arrange and oversee logistics such as facility use, seating, décor, and printed materials.
 - v. Communicate clearly with all involved staff and volunteers to ensure smooth execution.
 - vi. Coordinate with outside vendors (e.g., florists, caterers) as needed.
 - vii. Ensure that all follow-up needs are met, including returning personal items and providing recordings or printed materials.
- b. Assisting the Care Coordinator with memorials as needed
 - i. Assist with service setup, including arranging seating, staging, hospitality tables, and décor.
 - ii. Help prepare printed materials, slideshows, or other elements of the service.
 - iii. Greet and guide guests, offering a welcoming and compassionate presence.
 - iv. Provide logistical support during the service (e.g., cueing music, assisting speakers, directing flow).
 - v. Assist with food and hospitality setup and clean-up before and after the service.
 - vi. Help reset the facility after the service.
 - vii. Step in as needed to support family members, guests, and staff with last-minute requests.

2. Care Ministry Support

- a. Assisting the Care Coordinator with memorials, hospital visits, and shut-in visits as needed
- b. Coordinating pastoral visits as needed
- c. Assisting in the maintenance of an active Care list, including hospitalizations and those in special circumstances
- d. Supporting the Care Coordinator with leadership of the volunteer Care team, connecting care needs with deacons and elders for care cases, and helping recruit care team volunteers
- e. Coordinating with the Barnabas Center to offer training for new leadership and other opportunities as needed

3. General Responsibilities

- a. Being part of the HOPE staff as an enhanced seasonal employee
- b. Attending at least one staff meeting per month (Wednesday mornings)
- c. Attending the monthly Discipleship team meeting
- d. Other duties as assigned

Expectations

- A committed and growing relationship with Jesus Christ
- Values relationships and can share their faith
- Administratively minded with the ability to manage individuals and teams toward a common goal of excellent care
- Some training or expertise in the counseling or health care industry
- Humble, teachable, and takes initiative to get the task done
- Naturally recruits and retains other leaders and volunteers
- Be creative, innovative, and a team player, working with the other ministries at HOPE to coordinate care
- Have knowledge of care and support ministries inside and outside the church, and maintain a list of resources to help people.
- Meaningful experience and engagement in ministry, preferably care support in a large church
- Affirmation of The EPC's Essentials of Faith

Physical Demands

- Ability to communicate easily with others, verbally and in writing
- Moving about to set up and reset furniture

Required Hours

- This is an "as-needed" position. Some weeks there may be no need at all, others may be busier (up to 15 hours).
- This position permits and requires a great deal of flexibility throughout the week to accomplish the goals of the overall care function.
- Daytime, evenings, and Sundays are all considered normal.

To apply, please submit the following to hr@hopecentral.com:

- Cover Letter
- Resume
- Hope Application for Employment