

Member Care Job Description

Working with pastors, staff, ministry leaders, and volunteers, the coordinator helps people be known, supported, and connected while ensuring that ministry teams have reliable information to serve effectively. The position combines careful database administration, practical care coordination, clear communication, and discretion with confidential information.

Essential Duties and Responsibilities

- Protect confidential personal information and follow church policies regarding privacy, safeguarding, record retention, and authorized access.
- Provide first-of-the-week reports identifying first-time guests and repeat guests who need follow-up from pastors and program ministry staff, including relevant contact information, attendance context, ministry interests, and recommended next steps when available.
- Support worship, discipleship, children's ministry, youth ministry, missions, outreach, and administrative teams with database-related needs as a primary point of contact for staff and volunteer questions related to TouchPoint, including people searches, reports, rosters, communication lists, attendance entry, mailing lists and approved user access.
- Assist with event registration, class enrollment, group sign-ups, volunteer rosters, and attendance tracking.
- Support pastoral care ministries by maintaining accurate TouchPoint records for homebound members and members living in assisted living, skilled nursing, rehabilitation, or similar care settings to support pastoral care, visitation, communion, prayer, and follow-up ministries.
- Build searches and reports that identify members who are homebound, hospitalized, in transition, or celebrating a milestone; build work flows that address the needs of those identified.
- Build workflows within the database that equips the pastors and staff to connect with laity for follow-up and serving opportunities.
- Manage TouchPoint people records, status flags, tags, involvements, groups, events, registration forms, workflows, and ministry lists according to approved church data standards.
- Maintain accurate records for members, constituents, households, visitors, ministries, groups, classes, volunteers, and attendance.
- Enter, update, merge, clean, and audit database records to reduce duplicates, outdated information, and inconsistent formatting.
- Review user access regularly and coordinate with supervisors and IT support to ensure users have appropriate permissions for their ministry responsibilities.
- Work in collaboration with Office Manager and ministry leaders to keep records current after baptisms, confirmations, membership changes, transfers, deaths, address changes, and participation updates.
- Assist in developing and maintaining written procedures for database use, data entry standards, and routine data-quality checks.

Excluded Responsibilities

This position does not manage, enter, reconcile, report on, analyze, or provide access to giving, donor, pledge, contribution, stewardship, fundraising, campaign, or charitable receipt records. Any requests involving financial giving or donor information should be directed to the appropriate finance, stewardship, or designated confidential staff member according to church policy.

Qualifications

- Commitment to the mission, values, and ministry of the church.
- Compassion and care for the people behind the reports.
- Ability to learn new systems, troubleshoot routine issues, and explain technical processes to non-technical users.
- Strong written and verbal communication skills.
- Organized, dependable, self-directed, and able to manage recurring tasks as well as time-sensitive requests.
- Prior experience in a church, nonprofit, school, or ministry setting.
- Familiarity with TouchPoint features such as People records, family relationships, involvements, groups, meetings, attendance, check-in, online registrations, Search Builder, reports and exports, email and texting tools, tasks, notes, and user administration.
- Knowledge, or willingness to grow knowledge, of our church membership.
- Strict confidentiality.
- Experience with event registration, attendance reporting, ministry communications, volunteer records, or children's check-in systems.
- Basic understanding of data privacy, safeguarding practices, and records management.

Work Schedule

The regular schedule should be set in consultation with the supervisor (Executive Pastor) and may include weekday office hours as well as occasional evening or weekend availability for major ministry events, database projects, training sessions, or Sunday check-in support.