



Care Coordinator

(Part-Time) 20-29 Hours/Week

In-person, includes Sunday mornings and some evenings

The Care Coordinator provides essential administrative and operational support for Heartland's Care Ministry. This part-time role ensures that our care efforts—whether responding to needs, offering prayer, facilitating care groups, or administering support—are executed with compassion, clarity, and care. In partnership with the Communities Pastor and Counseling Director, the Care Coordinator helps create an environment where hurting people are received with grace, supported with care, and connected to helpful next steps. This role requires strong organizational skills, warm relational presence, and the ability to manage systems and volunteers with excellence.

Key Responsibilities

Care Requests & Walk-Ins

- Monitor and respond to Care Line messages, care emails, and in-person walk-ins with compassion and professionalism.
- Ensure individuals are connected to appropriate next steps, resources, or care.

Compassion Fund Administration

- Manage the application and review process for financial assistance, including communication with applicants and coordination with the CF Team.
- Schedule and facilitate weekly fund review meetings, communicate decisions, and ensure timely follow-through and payments with the Operations Team.

Care & Recovery Group Support

- Support leaders of care and recovery groups (e.g., AA, GriefShare, DivorceCare) with logistics, communication, promotion, hospitality and administrative needs so that leaders have what they need to lead effectively and compassionately.

Volunteer Coordination

- Recruit, train, schedule and support Care Ministry volunteers (e.g., prayer team, communion team, admin help).
- Provide clear communication, appreciation and encouragement to volunteers, helping them build relationships and see the impact of their service.

Administrative & Ministry Support

- Assist the C&D Pastor and Counseling Director with scheduling, communication, and other administrative support.
- Manage logistics for Care-related events such as workshops, retreats, meetings, or initiatives.
- Oversee Communion for worship services, including supplies, setup/cleanup, volunteer scheduling, and coordination with Creative and Operations teams.
- Collaborate with other ministry areas to integrate care across the church.
- Participate in and help support all-staff meetings, events and initiatives.
- Be present and available during Sunday services to help create a welcoming environment—partnering with greeting teams, responding to care needs, and offering prayer as part of Heartland's front-line ministry.

Requirements

- Active participant of Heartland Community Church and committed to the church's mission, beliefs, values and leadership agreement
- Strong administrative, organizational, and communication skills

- Warm, compassionate presence with a heart for helping people
- Able to manage sensitive information with discretion and care
- Comfortable with email, forms, scheduling tools, and basic tech
- Self-motivated and dependable; works well independently and on a team
- Experience with volunteer coordination or ministry support preferred
- Passionate about helping people feel seen, supported, and spiritually cared for

Key Relationships

- Reports to the Communities & Discipleship Pastor as part of the C&D team
- Works with Counseling Director, pastoral staff, Operations Team and Creative Team.

This role is an opportunity to help people feel seen, supported, and spiritually cared for. If you have a heart for helping others and the organizational skills to bring clarity to compassion, we'd love to talk with you.