

## **Deacon for Member Care**

### General Charge for the Role of Deacon within Christ's Church:

- 1) Spotting and Meeting Tangible Needs
- 2) Protecting and Promoting Church Unity
- 3) Serving and Supporting the Elders

### Overview:

The Deacon(s) of Member Care is a key leadership role within our church family responsible for “inward facing ministries,” nurturing, supporting, and caring for the spiritual and emotional well-being of the church members. This role works closely with the Pastoral Team and focuses on creating and maintaining strong, compassionate relationships with the congregation, ensuring that their needs are met, and facilitating a supportive community that reflects the love of Christ. The Deacon of Member Care will also assist in fostering a culture of discipleship, belonging, and spiritual growth.

### Key Responsibilities:

#### **1. Member Care & Pastoral Support**

- Liaise with the Pastoral Team to create and implement pastoral care strategy aligned with the overall vision of the church
- Organize and facilitate implementation of pastoral care strategy
- Actively assist in providing pastoral care for church members through hospital visits, home visits, phone calls, and personal meetings
- Offer prayer and encouragement during difficult times, such as illness, grief, or life transitions
- Facilitate support for members facing spiritual, relational, or financial difficulties, offering biblical counsel and connecting them to appropriate people and resources
- Develop ways of assessing volunteer health as a part of general member care

#### **2. Discipleship & Spiritual Growth**

- Coordinate greeting in such a way so as to integrate people into community, discipleship and service
- Support the church's discipleship efforts by encouraging active participation in the C!Discipleship Pathway, LifeGroups, personal Bible study, prayer groups, and other church-led initiatives
- Help connect new members with the appropriate ministries, groups, and resources within the church

### **3. Community Building**

- Help foster a welcoming and supportive environment for new members and visitors, ensuring they feel valued and connected
- Coordinate volunteer efforts within the church for greeting at corporate events
- Coordinate volunteer efforts within the church for members in need, such as meal trains, prayer chains, or assistance with transportation
- Lead or assist in church events that promote fellowship and community, including potlucks, small group gatherings, outreach activities, or church-wide events.
- Train and oversee other members or volunteers who may assist in member care activities

### **4. Conflict Resolution & Mediation**

- Pray and strategize toward an environment of authenticity and transparency
- Serve as a mediator in cases of conflict among church members, helping to facilitate reconciliation through biblical principles and connecting people to helpful resources and/or other mediators
- Alongside other leaders provide pastoral care during disputes or disagreements within the congregation, seeking peace and unity while upholding the church's values

### **5. Communication & Reporting**

- Keep accurate records of care activities, including visitations, prayer requests, and member needs
- Regularly communicate with the church leadership, esp. the Pastoral Team and LifeGroup leaders, about member care concerns or needs that require attention
- Assist with the evaluation and continued development of member care programs or initiatives to address the evolving needs of the congregation
- Maintain confidentiality and discretion in all aspects of pastoral care and member interactions