



**Job Title:** Next Steps & Care Admin

**Status:** Hourly Role

**Direct Report:** Executive Pastor

**Purpose:** Gather, Grow, Give, & Go

LIFEHOUSE Church believes when it comes to staff that we are family. Ministry is hard, especially if you feel isolated or unseen. We care deeply about creating a healthy team culture where people are supported, encouraged, and equipped to serve Jesus well. We believe behind-the-scenes ministry is just as sacred as what happens on the platform. This role exists because people matter, and no one should ever feel forgotten, overlooked, or lost in the crowd.

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### **Mission & Vision Alignment**

At LIFEHOUSE Church, we exist to cultivate a community of disciples who gather, grow, give, and go.

The Next Steps & Care Admin protects and strengthens that mission by ensuring every person is seen, followed up with, and guided into meaningful connection and service. This role champions the systems, communication, and care processes that move people from first visit to fully connected disciple.

This position is deeply rooted in our biblical calling to shepherd the flock, care for people well, and steward relationships with intentionality and excellence.

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### **Position Summary**

The Next Steps & Care Admin serves as the behind-the-scenes champion of connection, follow-up, and volunteer coordination at LIFEHOUSE Church.

This role is responsible for ensuring no guest, attendee, or volunteer falls through the cracks by overseeing all follow-up systems, form workflows, volunteer onboarding, and congregation-wide communications related to engagement and next steps.

While much of this role operates behind the scenes, its impact touches every ministry. This position serves as a central hub that connects people to community, service, care, and discipleship pathways.

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## **Core Responsibilities**

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### **1. Guest Follow-Up & Next Steps Systems**

- Own and manage all guest, connection card, and online form follow-up processes.
- Ensure every person who engages with LIFEHOUSE receives timely and clear communication.
- Route individuals into appropriate next steps such as LIFEgroups, serving teams, Grow U, pastoral care, or events.
- Track engagement progress and follow through until people are meaningfully connected.

#### **Success looks like:**

- Guests are contacted quickly, warmly, and consistently.
- No follow-up tasks fall through the cracks.
- People clearly understand how to take next steps at LIFEHOUSE.

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### **2. Volunteer Coordination & Care**

- Manage volunteer onboarding cycles, placement workflows, and coordination processes.
- Serve as the primary behind-the-scenes point of contact for volunteer systems, questions, and communications.
- Partner with ministry leaders to support onboarding, offboarding, and volunteer engagement rhythms.
- Assist with volunteer appreciation, recognition systems, and care communication.

**Success looks like:**

- Volunteers are onboarded clearly and efficiently.
  - Ministry leaders are supported administratively and systemically.
  - Volunteers feel informed, valued, and cared for.
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**3. Data, Systems & Database Stewardship**

- Maintain and optimize the church database system (Subsplash).
- Update profiles, logs, workflows, form integrations, and attendance tracking.
- Build and maintain clean, consistent data practices that support ministry and care.
- Run regular reports related to guest engagement, follow-up, and volunteer involvement.

**Success looks like:**

- Systems are organized, accurate, and trusted.
  - Leaders have access to meaningful engagement data.
  - Follow-up and placement processes are clear and efficient.
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**4. Communication & Congregational Resourcing**

- Manage the congregation-wide newsletter and ongoing church updates.
- Partner with the Creative Director to align communications and social items that need shared.
- Draft and send guest and volunteer communications regarding events, opportunities, and next steps.
- Ensure key engagement pathways are consistently communicated and reinforced.

**Success looks like:**

- Communication is clear, timely, and aligned across teams.
  - The congregation is aware of opportunities to connect and serve.
  - Messaging supports engagement rather than creating confusion.
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**5. Culture, Care & Behind-the-Scenes Ministry Health**

- Help build and protect a culture where people are known, valued, and guided.
- Support pastoral staff by managing systems that allow shepherding to scale.

- Identify breakdowns in follow-up or connection and proactively improve processes.
- Pray for and care deeply about the people represented in the systems.

**Success looks like:**

- People do not feel forgotten.
  - The church grows larger without becoming disconnected.
  - Systems serve people, not the other way around.
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**Weekly Time Focus (Approximate)**

- Guest follow-up & form workflows
- Volunteer coordination & placement
- Database care, reporting, and system improvements
- Congregation and volunteer communications
- Staff coordination and support

(Hourly Role.)

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**Core Competencies**

- Pastoral Heart & Care Mindset
  - Strong Organization & Follow-Through
  - Clear Written Communication
  - Systems & Detail Orientation
  - Relational Intelligence
  - Confidentiality & Trustworthiness
  - Team Collaboration
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**Evaluation & Alignment**

The Next Steps & Care Admin will be evaluated by the Executive Pastor based on:

- Effectiveness of follow-up systems
- Accuracy and health of church database systems
- Volunteer coordination clarity and consistency
- Communication quality and reliability

- Contribution to the care culture of LIFEHOUSE
  - Alignment with LIFEHOUSE mission, values, and team culture
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### **LIFEHOUSE Culture Values**

- We Gather regularly in rows and circles
- We Grow deeply by learning, living, and loving the gospel
- We Give generously with our time, talents, and treasures
- We Go boldly here, near, and far to make disciples