



CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Foster Care Ministry Administrative Assistant
Department:	Business & Ministry
Reports to:	Senior Executive Pastor
Oversees:	Systems & logistics of the Foster Care Ministry
Hours:	Part time, 10-20 Hours; Flexible schedule includes select evenings and Sunday morning presence

Position Summary:

The **Foster Care Ministry Administrative Assistant** provides the organizational, administrative, and operational support necessary to help Crossroads Church effectively serve foster, adoptive, and kinship families. This role ensures that ministry systems, volunteer processes, communication, events, and resources are coordinated with excellence so that families and ministry leaders experience consistent and dependable support. The Administrative Assistant works closely with the Foster Care Ministry Family Liaison and ministry leadership to maintain the infrastructure that allows the ministry to care well for vulnerable children and families.

The ideal Foster Care Ministry Administrative Assistant:

- Has a heart for vulnerable children and families.
- Thrives in highly organized environments.
- Is detail-oriented and able to manage multiple priorities.
- Anticipates needs and solves problems proactively.
- Communicates with compassion, professionalism, and confidentiality.
- Enjoys creating systems that make ministry more effective.
- Is comfortable working with databases, technology, scheduling, and administrative processes.
- Values excellence while maintaining a servant-hearted approach to ministry.

As a Crossroads staff member, the Foster Care Ministry Administrative Assistant is expected to:

- Be Mission-Minded
- Pursue Spiritual Growth
- Lead with Humility
- Choose Collaboration
- Embrace Innovation
- Value Excellence
- Develop People
- Finish Strong



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Key Responsibilities:

Ministry Administration & Family Information Management

- Maintain accurate and confidential records for foster, adoptive, and kinship families connected to the church.
- Manage ministry databases, Church Management Software, Google Workspace, and other ministry platforms.
- Maintain current contact information, family status, volunteer assignments, and ministry participation.
- Coordinate intake and onboarding processes for families engaging with the Foster Care Ministry.
- Track family support needs and ensure appropriate follow-up is assigned to ministry leaders or volunteers.
- Maintain organized documentation related to ministry programs, partnerships, events, and volunteer involvement.
- Prepare reports and information for ministry leadership as needed.

Volunteer Administration & Care Community Support

- Coordinate volunteer applications, background checks, screening, onboarding, and required documentation.
- Maintain an accurate database of active and available foster care ministry volunteers.
- Assist the Family Liaison in forming and organizing Care Communities around foster, adoptive, and kinship families.
- Coordinate volunteer schedules and communication for meals, respite care, transportation, errands, and other support needs.
- Send volunteer communications, reminders, schedules, and follow-up information.
- Track volunteer participation and assist with volunteer appreciation and retention efforts.
- Ensure volunteers understand and follow church safety, confidentiality, and ministry policies.

Events & Ministry Programs

- Provide administrative coordination for Foster Care Awareness Sunday, informational gatherings, support groups, tangible-item drives, respite events, and other ministry initiatives.
- Coordinate event logistics including registration, scheduling, room reservations, supplies, communication, and volunteer staffing.
- Maintain registration and attendance information for ministry events.
- Prepare materials and resources for "Coffee & Questions" sessions and other prospective-family gatherings.
- Assist with coordinating agency partners and outside speakers for ministry events.
- Help ensure ministry events are welcoming, organized, and aligned with the church's mission.



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Agency & Resource Coordination

- Assist in maintaining relationships and communication records with local child welfare agencies, private foster care agencies, and community partners.
- Maintain ministry information and resources related to foster care, adoption, kinship care, and community services.
- Coordinate the administrative processing and communication of tangible needs such as beds, car seats, clothing, and emergency placement supplies.
- Maintain records related to ministry partnerships, referrals, and resource distribution.

Communication & Ministry Support

- Serve as an administrative communication point for families, volunteers, ministry leaders, and agency partners.
- Draft and distribute ministry communications, newsletters, reminders, and updates.
- Assist in creating ministry resources, forms, guides, and training materials.
- Provide administrative support to the Foster Care Ministry leadership team.
- Maintain confidentiality when handling sensitive family and child welfare information.



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Key Performance Indicators (KPIs) & Success Metrics

- Family and volunteer records are maintained accurately and confidentially.
- 100% of required volunteer background checks and documentation are completed before service.
- Ministry events and gatherings are organized and executed with clear communication and strong administrative support.
- Volunteer communication and scheduling are completed accurately and on time.
- Family support requests are documented and routed to the appropriate ministry leader or volunteer.
- Ministry leaders have timely, accurate information needed to make decisions and care for families effectively.

Personal & Spiritual Qualifications

- A vibrant, mature faith in Jesus Christ and a commitment to the mission and doctrine of Crossroads.
- A deep heart for vulnerable children and families and a desire to serve through biblical orphan care.
- High emotional intelligence, discretion, and ability to handle confidential information with grace.
- A servant's heart and willingness to support ministry behind the scenes.
- Commitment to excellence, integrity, and compassionate communication.

Professional Experience & Skills

- **Required:** 1–2 years of experience in administration, ministry, nonprofit work, volunteer coordination, or a related field.
- **Preferred:** Experience working with foster care, adoption, child welfare, social services, or family ministry.
- Strong organizational and administrative skills.
- Excellent written and verbal communication skills.
- Proficiency with Google Workspace and church management or scheduling software.
- Ability to learn and manage ministry-specific platforms and databases.
- Strong attention to detail and follow-through.
- Ability to maintain confidentiality and exercise sound judgment.
- Familiarity with trauma-informed principles or willingness to complete trauma-informed training.