



CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Foster Care Ministry Family Liaison
Department:	Business & Ministry
Reports to:	Senior Executive Pastor
Oversees:	People & relationships involved with 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 Family Liaison** provides relational leadership and ongoing support to foster, adoptive, and kinship families connected to Crossroads. This role exists to ensure that families feel known, supported, encouraged, and surrounded by a healthy community as they navigate the unique challenges of foster care, adoption, and kinship care.

The Family Liaison builds meaningful relationships with families, develops Care Communities, coordinates practical and emotional support, and serves as a trusted bridge between families, the church, community resources, and child welfare partners. The Family Liaison also helps prospective foster and adoptive families take their next steps by connecting them with agencies, mentors, information, and licensing opportunities.

The ideal Foster Care Ministry Administrative Assistant:

- Has a deep heart for foster, adoptive, and kinship families.
- Builds trust easily and enjoys relational ministry.
- Is emotionally intelligent, compassionate, and a strong listener.
- Can navigate difficult and sensitive family situations with wisdom and discretion.
- Is proactive in identifying needs and connecting people with appropriate support.
- Enjoys recruiting, equipping, encouraging, and developing volunteers.
- Can balance pastoral care with appropriate boundaries and confidentiality.
- Understands the importance of trauma-informed care and family-centered 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:

Family Care & Relationship Building

- Build meaningful, ongoing relationships with foster, adoptive, and kinship families within the church.
- Maintain regular communication and check-ins with families to understand their current needs and challenges.
- Serve as a trusted point of contact when families need encouragement, prayer, practical support, or connection to resources.
- Help families identify appropriate church and community resources without attempting to serve as a therapist, caseworker, or substitute for professional services.
- Celebrate families during joyful seasons and provide compassionate support during difficult transitions.
- Identify families who may be experiencing increased stress, isolation, or burnout and help connect them with appropriate support.
- Maintain appropriate confidentiality and healthy ministry boundaries.
- Communicate relevant family needs to ministry leadership while protecting sensitive information.

Care Communities & Volunteer Leadership

- Build and oversee 4–8 person Care Communities around individual foster, adoptive, or kinship families.
- Recruit and personally connect volunteers with families based on gifts, availability, and family needs.
- Help Care Community members understand the unique needs and dynamics of the families they serve.
- Equip volunteers to provide practical, relational, and spiritual support.
- Maintain regular communication with Care Community Captains.
- Provide encouragement, coaching, and support to Care Community leaders.
- Monitor Care Communities to ensure families are receiving consistent and appropriate support.
- Identify gaps in support and mobilize additional volunteers or resources when necessary.
- Help prevent volunteer burnout by encouraging healthy boundaries, shared responsibility, and sustainable service.

Rapid Response & Practical Family Support

- Coordinate the church's response when a family receives a new placement or experiences an urgent need.
- Activate the response process in partnership with Care Communities and volunteers.
- Coordinate meals, emergency supplies, clothing, transportation, and other immediate practical needs.
- Respond quickly to family needs while maintaining appropriate boundaries and ministry protocols.
- Connect families with community resources, agencies, and specialized services when needs extend beyond the church's capacity.



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Prospective Family & Licensing Support

- Serve as a relational guide for individuals and families exploring foster care or adoption.
- Meet with prospective families to answer questions, listen to concerns, and help them understand their next steps.
- Connect prospective families with appropriate foster care agencies and licensing resources.
- Coordinate with agency partners to facilitate informational sessions and licensing opportunities.
- Pair prospective foster families with experienced foster/adoptive parents who can serve as mentors or "Licensing Buddies."
- Maintain ongoing relationships with prospective families throughout the licensing process.
- Help prospective families understand the realities, opportunities, and challenges of foster care ministry.

Support Groups & Community Building

- Organize monthly or bi-monthly gatherings for foster, adoptive, and kinship parents.
- Create safe environments where families can build relationships and encourage one another.
- Identify opportunities for families to connect outside of formal ministry programming.
- Help cultivate a culture where foster and adoptive families feel seen, valued, and supported by the broader church.



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Key Performance Indicators

- **Family Support Coverage:** 90%+ of active foster families are connected to an engaged Care Community.
- **Family Engagement:** Active foster, adoptive, and kinship families receive consistent relational contact and follow-up.
- **Care Community Health:** Care Community Captains receive regular coaching, encouragement, and support.
- **Rapid Response:** Emergency family needs are acknowledged and appropriate support is mobilized within 24–48 hours.
- **Volunteer Development:** Care Community volunteers are equipped and understand their role in supporting families.
- **Licensing Pipeline:** 3–5 prospective families annually are meaningfully connected to agencies, mentors, and licensing opportunities.
- **Family Connection:** Support gatherings provide consistent opportunities for foster, adoptive, and kinship families to build community.

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 passion for biblical orphan care.
- Demonstrated emotional maturity and the ability to listen well and respond with empathy.
- High emotional intelligence, discretion, and ability to navigate confidential or sensitive family dynamics with grace.
- Ability to maintain healthy relational boundaries while providing meaningful support.
- A genuine desire to encourage, serve, pray for, and advocate for families.

Professional Experience & Skills

- **Required:** 2+ years of experience in ministry, nonprofit work, social services, volunteer leadership, family support, or a related field.
- **Preferred:** Personal or professional experience with foster care, adoption, kinship care, child welfare, or family ministry.
- Strong relational, communication, and volunteer leadership skills.
- Ability to recruit, train, encourage, and develop volunteers.
- Strong listening, problem-solving, and conflict-resolution skills.
- Ability to navigate sensitive situations with wisdom, confidentiality, and appropriate boundaries.
- Familiarity with trauma-informed principles or willingness to complete trauma-informed training.