Lutheran Ministries Media, Inc.

DIRECTOR OF CARE MINISTRY

JOB DESCRIPTION

Created: 09/10/2026; Last Update: 10/01/2026

Worship Anew engages and equips aging adults with resources to live a full and abundant life in Jesus Christ.

Position Title	**Department**	**Reports to**
Director of Care Ministry	Ministry	Director of Content
Employment Status	**FLSA Status**	**Effective Date**
☐ Temporary ☒ Full-Time ☐ Part-Time	☐ Non-Exempt ☒ Exempt	11/01/2026

Worship Anew aspires to be the foremost provider of resources that strengthen and support the spiritual, mental, and physical well-being of aging adults and those who minister and care for them.

Position Overview

The Director of Care Ministry is a role at Worship Anew, responsible for showing God's love through care and compassion for aging adults and caregivers. This individual will lead the development and oversight of Care Ministry program, including prayer support, care package organization, Grief Ministry oversight, resources and development, and volunteer care teams, ensuring that all who reach out to Worship Anew receive a compassionate, Christ-centered response. This role also provides oversight of Satellite Care ministries operating in multiple states and guides the development of new print, digital, and video care resources, ensuring consistency, quality, and alignment with the ministry's mission across all locations and initiatives. This is a full-time, salaried exempt position and will be enrolled in the Concordia Health & Retirement Plans. The position also includes paid time off for major holidays including Easter and Christmas breaks, and a partial cell phone stipend. This position may be filled as a Called position, in keeping with Worship Anew's practice of extending a formal church call to qualified rostered workers, at the discretion of the ministry.

Essential Duties and Responsibilities

The essential duties and responsibilities include, but are not limited to, the following:

- Provide excellent, compassionate care to our donors, viewers, subscribers, friends, and staff, showing God's love in every interaction.
- Lead the development and oversight of the Care Ministry program, including prayer support, care package organization, and Grief Ministry oversight, resources, and development, responding to and coordinating follow-up on prayer requests and correspondence received from senders, receivers, donors, viewers, and subscribers.
- Recruit, train, and oversee the cultivation of an active volunteer base to support prayer ministry, care packages, grief ministry, and correspondence work.

- Maintain accurate records of contacts, prayer requests, care packages, and Grief Ministry activity within DonorPerfect, and monitor and report on the budget, growth, and effectiveness of the Care Ministry, regularly reporting to the Director of Content.
- Direct the launch and ongoing operation of new Satellite Care distribution locations (including current and future sites), providing leadership so each site operates in alignment with Worship Anew's mission, standards, and procedures, including hiring, training, and supervising site leaders and volunteers.
- Oversee care ministry support staff, including being included in the hiring process for a part-time Care Ministry Support Coordinator (future hire), with regular direction and procedures.
- Strategically develop and implement short- and long-term plans to expand the reach and effectiveness of the ministry's care programs, tracking engagement to ensure the needs of aging adults are being met.
- Assist in the development and implementation of policies, procedures, and standardized training materials to ensure the care ministry operates with consistency, quality, and excellence across all locations and initiatives.
- Assist in guiding the development of new print, digital, and video care resources — including articles and devotionals addressing caregiver support, grief and widowhood, and Alzheimer's and dementia care — in collaboration with the Director of Content.
- Perform other duties as directed or assigned by the Director of Content.

Desired Skills and Experience

The desired skills and experience include, but are not limited to, the following:

- Active member of a Christian church, willing to support the ministry's faith statement, mission, and values.
- Rostered in the LCMS (Lutheran Church—Missouri Synod) or eligible to receive a call, such as a deaconess.
- An understanding and observance of the theology and values of Worship Anew, particularly as a media ministry focused on sharing the love of Christ with older adults and those who care for them.
- An appreciation for the role of caring for the aging in relation to the physical, mental, and spiritual happiness of all who are impacted by this ministry.
- Strong customer support orientation, with a professional, friendly, calm, and welcoming demeanor in person and over the phone, particularly with aging adults.
- Excellent oral and written communication, with strong interpersonal relation skills.
- Ability to maintain confidential and sensitive information.
- Proficient with Microsoft Office 365 Suite of products.
- Experience overseeing multiple sites, satellite locations, or remote teams across different states or regions, with willingness and ability to travel to Satellite Care locations as needed.
- Positive attitude, professional appearance, and the ability to be resourceful and proactive in dealing with issues that may arise.
- Capable of multitasking, organizing, and prioritizing, with the ability to cross-train with other office responsibilities as needed.
- Passion for the ministry's work with a genuine commitment to the fulfillment of the organization's mission, and an understanding of care as it relates to older adults and their caregivers.
- The ability to create, articulate, and implement plans to educate and involve donors and ministries to meet the ministry's goals.

- Experience in administration, leading others, and implementing a plan from conception to completion.
- Eager to grasp best practices in development, specifically in a faith-based ministry setting.
- The ability to look beyond the immediate situations and assist the Executive Director in implementing long-range solutions to the specific situations and needs of the ministry.
- Strong skills for being engaging and personable.
- Passion to work in a team setting.
- The willingness to take direction and to give direction as needed in various areas.
- Ability to pray with staff, volunteers, and guests.
- Must have a passion for the ministry's work with a genuine commitment to the fulfillment of the organization's mission.

Performance Success Indicators

Success in this role will be measured by outcomes that include, but are not limited to, the following:

- Timely, compassionate response to prayer requests, care package requests, grief ministry inquiries, and correspondence from donors, senders, receivers, viewers, and subscribers.
- An active, well-supported volunteer base for prayer ministry, care packages, grief ministry, and correspondence work.
- Accurate, up-to-date record-keeping for care ministry contacts, prayer requests, care packages, and Grief Ministry activity within DonorPerfect.
- Successful launch and consistent operation of Satellite Care distribution locations, with site leaders and volunteers properly trained and supervised.
- A smooth hiring and onboarding process for the Care Ministry Support Coordinator, with clear direction and procedures in place.
- Measurable growth in the reach and effectiveness of the ministry's care programs, with the needs of aging adults being met.
- Consistent policies, procedures, and training materials in place across all locations and initiatives.
- Consistent, on-schedule development of new print, digital, and video care resources in collaboration with the Director of Content.
- Achievement of care ministry budget goals, with timely, accurate reporting on activities and outcomes to the Director of Content.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Please Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The employee in this position is expected to read, understand, and follow all policies and procedures outlined in the current Team Member Handbook, as may be amended from time to time.

As a religious institution, in compliance with Title VII of the Civil Rights Act of 1964, Lutheran Ministries Media, Inc. reserves the right to give preference in employment to persons based on religion.

(see next page for signatures)

Reviewed with employee by

Signature: _____

Name (print): _____

Title: _____

Date: _____

Received and accepted by

Signature: _____

Name (print): _____

Title: _____

Date: _____