

job opening



Heart of the City: Client Services

to apply please visit
gracechapelonline.org/jobs/

In this PDF you will find:

1. Job Description
2. Grace Chapel's Kingdom Culture
Concern, Cause, Strategy, Rhythms,
Leadership Culture,
Team Norms, and Beliefs

JOB DESCRIPTION FOR

HEART OF THE CITY: CLIENT SERVICES

DESCRIPTION: The Heart of the City Client Services is a full-time position that contributes to the overall effectiveness of our vision to experience and express the essence of Jesus Christ by providing general administrative support, love, and support for Heart of the City clients and Grace Chapel.

REPORTS TO: Heart of the City Director

HOURS PER WEEK: Full-time (40) hours

EDUCATION

Bachelor degree in Social Work (Preferred), or 5 years equivalent experience

SPIRITUAL QUALIFICATIONS

Possess a mature and growing relationship with Jesus Christ, consistently demonstrating spiritual gifts, fruits of the spirit, and character of a person surrendered to Jesus and filled with the Spirit. Be in agreement with the Cause, Rhythms, Culture, Strategy, and Beliefs of Grace Chapel.

CHARACTER

- + Display mature growing walk with Jesus
- + Walk in integrity both in speech and in action
- + Be a servant leader in the model of Jesus Christ
- + Have a teachable spirit
- + Exude passion for sharing faith with others
- + Be friendly, outgoing, energetic, positive, dependable, compassionate, organized, flexible and confidential
- + Be decisive, confident, and able to get things done

PERSONAL SKILLS

- + Demonstrate a love and an ability to relate to a wide range of people
- + Have a strong aptitude for the administrative needs of ministries and an organization
- + Be able to discretely handle confidential information
- + Be a team player as described in the "Team Norms"
- + Possess tact and interpersonal communication skills that best reflects our community
- + Able to work in a highly relational and busy environment
- + Be able to communicate clearly and work closely with the Director
- + Be able to communicate and organize tasks and expectations towards predefined project goals and objectives
- + Be able to work effectively with vulnerable and marginalized populations while maintaining confidentiality
- + Be able to properly steward benevolence resources

TECHNICAL SKILLS

- + Be experienced in and have an aptitude for detailed thinking, organization, and communication
- + Have a competent understanding of computers, multi-line phone systems, copier/printer and fax machines
- + Be able to work with a variety of software, hardware, and practical tools

OTHER VALUED SKILLS OR EXPERIENCES

- + Marketing and publicity
- + Fundraising
- + Volunteer management
- + Knowledge of community programs, services, and resources

RESPONSIBILITIES

The Heart of the City: Client Services is a member of the Heart of the City Team and helps contribute to the teams effectiveness by:

- + Providing general support for Sunday mornings in the following ways:
 - Being present for all services
 - Connect with guests, leaders, and families
 - Strive to meet and connect with guests; ministering to them as needed
 - Identify leaders/volunteers outside of event programming
 - Attend assimilation events, periodically
- + Providing leadership and support for the Heart of the City:
 - Answer phones and check voicemails
 - Check, track, and process incoming mail
 - Routing and/or responding to online submissions
 - Actively participate in meetings
 - Assisting in the production of the agenda, follow-up notes, and directed action steps
 - Managing and updating social media sites and calendar with relevant information
 - Managing and updating the database, including scanning documents and data entry
 - Organizing client paperwork
 - Assisting with case management for clients: conducting intake appointments, client communication, action plan preparation, coordinating client care, submit check requests, deliver checks, etc.
 - Providing administrative training for volunteers and interns
 - Generating and sending emails
 - Liaison for the maintenance needs of copier, phone system, and other office resources
 - Assisting with event planning, preparation, and execution

GRACE CHAPEL'S KINGDOM CULTURE

When Jesus imagined disciple-making, he imagined a loving community in the process of transformation and formation. At Grace Chapel, we call this process Experiencing and Expressing the Essence of Jesus, where people experience the fullness of Jesus' life, personal breakthroughs, the supernatural power and presence of God, and live out their eternal destiny.

Grace Chapel is a non-denominational church that is welcome to all people. We desire to be a place where people experience belonging and breakthrough. We seek to experience and express the essence of Jesus so that our broken and fragmented world can experience the healing and life that God promises everyone. We do this by conveying the Father's heart for the world and each other. We believe this is possible through the power of the Holy Spirit and the practice of walking in the Spirit.

We have shaped our "vision" around a concern, cause, and strategy as a community. These three elements make up how we prioritize and align our resources as individuals, families, and a church.

OUR CONCERN

We believe that humanity is broken and fragmented.

OUR CAUSE

To Experience and Express the Essence of Jesus Christ.

OUR STRATEGY

We strategically live out our Cause with a relational metaphor that encourages us to press into our community in various ways.

THE PARK

One of the most natural environments where community takes place is in the park. When you think of a park, you imagine people gathering around barbecue grills, throwing frisbees, and enjoying activities together. Our "park environments" are where we have the opportunity to engage the brokenness of the world and share the hope of Jesus. These settings revolve around shared interests and meeting needs in our vicinity and beyond. These are often where Grace Chapel makes its first impressions with the community through service projects, school partnerships, neighborhood events, foster parent outreaches, or social events.

THE COFFEE SHOP

When you want to spend more time getting to know someone in a comfortable environment, you often end up in a local coffee shop. Coffee shops are a place where ideas are exchanged. Our "coffee shop environments" are spaces that help us discover more about who God is, who we are, and how we live for Him in this world. These settings revolve around shared curiosity for going deeper with God. At Grace Chapel, our coffee shop gatherings include weekend services, men's events, women's events, youth events, conferences, and equipping sessions.

THE LIVING ROOM

Imagine spending quality time throughout several visits to the coffee shop. Before you know it, you're inviting your new friends to come to your house. When they arrive, you invite them into your living room. The Living Room is where we have the opportunity to process what we have discovered about God and ourselves in a more intimate context where everyone feels a sense of belonging. These settings are our small groups that meet in homes and smaller rooms across the city and region.

OUR RHYTHMS

How do we align our lives around the cause?

Dying: The Christ-Centered Life

Jesus declares that dying to self, dying to our agendas, dying to our preferences and ideals, and making Him the center of our lives leads to a fuller, abundant and meaningful life.

Living: The Spirit-Filled Life

Instead of our feeble, inadequate, and debilitated strivings, Jesus promised the provision of the Holy Spirit. He has provided us an endless supply of His life being lived through us and in spite of us by the indwelling of the Holy Spirit.

Cultivating: Community with Others

As image-bearers of God, humanity was created to live in community with one another. The church is in its most significant expression of love when we live in close proximity with each other as a community that gathers around the person of Jesus. Discipleship happens best in the context of relationships as we invite, invest, and inspire one another.

Aligning: Prayer & Humility

Aligning is about creating space in our schedules to meet with God, allowing Him to search our hearts and minds for any thought, feeling, or motive out of alignment with all He desires for us.

Stepping: Into the Misery & Margins

Stepping into the margins is more than awareness or advocacy. It's about associating, sharing life, and rescuing those who have been ignored and victimized by this cruel world. Stepping is about sharing love in practical ways and sharing the gospel to heal the sick and set the captives free.

Leveraging: All That We Have

Leveraging all that I have for God's greater purpose is about realizing that all I have has been entrusted to me by God so that I can play a part in his redemptive story for this world and my life.

Breathing: The Word In & Through Us

The Bible is more than a how-to, self-help book. Breathing God's Word is first about taking in a deep breath and inhaling all that He desires for us to take in. At the same time, His Word is not intended to remain in us but that we would learn to exhale and breathe His words to those around us.

Worshipping: Glorifying & Enjoying God

Worship is a lifestyle that permeates every aspect of our lives. Worship is seen in how we manage our money, how we run our business, how we parent our kids, how we respond to people, and how we manage our dreams and ambitions. The heart of worship is a heart that enjoys God for who He is and all He has done for us. The heart of worship is a heart that seeks God's presence and enjoys God for who He is and all that He has done for us.

Identifying: Baptism & Communion

Being a Jesus follower means being a part of something bigger than ourselves. Baptism and communion are sacred experiences representing the individual; an inward commitment to a personal relationship with Jesus, and the corporate; an outward sign of being connected to a local community of Christ-followers—the local church.

Nurturing: Family on Mission

A family that serves God by being on His mission, changing the lives they touch as well as their own. As families pray together, discuss God's Word together, serve together, and love a broken world, it empowers them to live out their faith and rhythms side-by-side.

OUR LEADERSHIP CULTURE

A SPIRIT-FILLED CULTURE

Spirit-filled leading is the opposite of "Me-Filled" leadership. Each of us possesses our uniqueness in abilities, experiences, personalities, and passions. Even though each of these personal elements is expressed through our leadership styles, Spirit-filled leadership is not driven by these. Spirit-filled leadership is about leading out of a deep connection with the Holy Spirit and walking in step with His leading, anointing, gifting, and empowerment. The key to effective public leadership is a genuine private walk with God through His Spirit. Spirit-filled culture is about operating in believers' power and authority to carry on the mission of Jesus to do supernatural works.

AN AUTHENTIC CULTURE

Authentic leadership is about a "grace-oriented" and "fail-forward" strategy, which recognizes that leaders are developing while leading others. Authentic leadership is about vulnerability and leading out of our brokenness, not just our strengths. Authentic leaders are open and transparent about their journey and impact through personal influence rather than positional power. Not only does authentic leadership seek to have an impact where lives are being transformed, but it also embraces the goal that the leader is being transformed in the process.

A JESUS-CENTRIC CULTURE

Jesus-centric leadership is about experiencing and expressing the essence of Jesus through our leadership. It defines the motive of leadership by keeping Jesus the central focus of our ambitions. Jesus-centric leadership models itself after the example of Jesus and who he was as a leader. At the core of his leadership style, Jesus was a servant and demonstrated that leadership is selfless action. One of the key marks of a good leader is that they seek to serve others over self-interest. A Jesus-centric leader aims to leverage their influence and position to express the essence of Jesus and inspire others to follow him.

A DISCIPLE-MAKING CULTURE

At the heart of disciple-making is the pursuit of others. As we pursue others, we start with evangelism and then lead them to become mature spirit-filled followers of Jesus. Disciple-making is relational, intentional, and transformational. It's about inviting others into a relationship while investing in them and inspiring them to live out their calling and maturity in Jesus. Disciple-making is a process of giving people the room to grow through grace and love without expecting perfection overnight.

AN EMPOWERING CULTURE

Empowering leadership is about leadership pipeline that raises and releases others into their calling. A culture of multiplying leaders requires a process that releases the gifting, passion, and calling of others with authority. This process includes identifying, inviting, modeling, equipping, coaching, and sending.

A VALUE-BASED CULTURE

Value-based leadership is based on the notion that personal and organizational values should be aligned. Value-based leadership is leading others by staying true to the shared values in your own life. It means to lead others by remaining consistent with the organization's values and the values aligned in our personal lives. When values are not consistent in our lives, they are merely good intentions. We prefer to use the word "Rhythms" for values implying they will be lived consistently as a daily part of our lives.

A TEAM-ORIENTED CULTURE

Team leadership is the recognition that nothing of significance is created alone—all great work results from a group of people working together towards a common goal. Team leadership is about engaging the hearts and minds of others in the pursuit of a shared vision. It creates the space for everyone to contribute according to their unique strengths and talents. Team leadership demands collaboration,

creativity, and innovation in how the team works towards achieving their goals. Team leadership is also a matter of spiritual stewardship. It seeks to embrace and leverage individual assets to better the whole.

TEAM NORMS

Building a Healthy Staff Culture

Community Expectations are intangible qualities that hold a team together and create a culture for healthy leaders to thrive—motivated by Jesus-Centered Leadership.

Honor and Respect: The ability to esteem, appreciate and honor your fellow leaders. It means valuing each other's points of view. It means being open to being wrong. It means accepting people as they are. It means not dumping on someone because you're having a bad day. It means being polite and kind always because being kind to people is not negotiable. It means not dissing people because they're different from you. It means not gossiping about people or spreading lies.

Trust: Trust is the hardest thing to gain and the easiest thing to lose. Trust is the relational currency that enriches or bankrupts the potential of a community. Trust is about both (Character) and (Competency). It's the ability to rely on fellow leaders' integrity, strength, ability, surety, and intentions. It assumes the best about their heart, motives, and actions. Trust involves good communication and seeks out understanding more than just being understood. Trust is the confidence that your fellow leader has your best interests in mind.

No Triangulation: Don't let team members turn a two-way problem into a three- (or four-, or five-) way mess. We should guard against what may be the most damaging manifestation of office gossip: triangulation. Triangulation is having an issue with someone and talking about it with somebody else or more than one somebody. Why is this so damaging? It's pretty obvious: When a team member triangulates a problem, they spread it and magnifies it without doing anything to solve it.

Mutual Submission: The message of mutual submission: I'm here to facilitate your success regardless of where we show up in the organizational church. The assumption of mutual submission: While our responsibilities differ, we are both essential to the success of the enterprise. The question of mutual submission asks: "What can I do to help?" It's all about leveraging my authority and resources for other people's benefit. It declares that your success is my success.

Resist Absalom Spirits: The Absalom spirit or principle is a movement of anarchy and disunity. It often involves pride, self-promotion, critical spirit and is easily masked as compassion, caring, and concern.

Shared Intensity: This is the work ethic and level of intensity regarding mission and objectives. This equality of commitment and devotion to one another's success fuels camaraderie at a deep level. Ironically trust is cultivated in a community when it is evident and apparent that everyone is sacrificing for the same end. Shared intensity expresses itself through collaboration and partnership involving sacrifice. Shared intensity also works to cultivate a shared experience and cultivate Spiritual fruits.

Spiritual Unity: Unity is the state of acting as one led by the Spirit. Most often, unity is something already possessed and needs protection rather than acquired. We guard our unity by not tolerating gossip, replacing complaints with confidence, seeking conflict resolution, avoiding passive-aggressive behavior, and aligning agendas into the shared vision. Unity sees the need for diversity and even differing perspectives, leader styles, and giftings. Unity is maintained as we work our differences into a complimenting ethos rather than a conflicting one. Unity recognizes that there are many ways to accomplish a plan and that my way is not always the best. Unity is preserved when everyone has your back and the backs of their teammates. They voice their support in public and their concerns in private.

Celebration and Promotion: This is the spirit of humility that seeks to honor and recognize others' work or character. It plays out in private one-on-one compliments and an open public affirmation. Celebration is the intentional way to connect a fellow leader's work to the work of God in their life or ministry. Celebration and promotion are the motive to help build the confidence and respect of others in a fellow leader's direction. It is cultivated when one leader leverages their influence and voice to recognize another. The result is a continual edification of the Lord, as seen in the work and character. It also assumes that we are mutually responsible for establishing one another's leadership in others' eyes.

Agape Love: A healthy staff culture is portrayed as fellow leaders seeking to have a love of Christ towards each other. Agape love, as portrayed in 1 Corinthians 13, can best be understood as the components built on each other. The first layer is defined as having the (Right Assumptions): not self-seeking, keeping no record of wrongs, and always trusting. Right assumptions will naturally lead to having the (Right Attitude): patient, does not envy, not proud or boastful, not easily angered, does not delight in evil, and always hopes. Finally, the Right attitude almost always leads to the (Right Actions): being kind, rejoicing with the truth, always protecting, and always perseveres.

With these expectations in place as principles to live by, they become the backdrop for the environment in which a team can nurture healthy leadership in attitude and action. Practically each staff leader is committed to the following:

- Value constructive criticism without jeopardizing the integrity or motive of fellow leaders.
- Develop an environment of affirmation for all fellow leaders.
- Maintain sensitivity to process in a spirit of patience and understanding.
- Stay accountable to one another.
- Pray intentionally regularly as a group and individually.
- Resist withdrawal and passivity by being engaged in discussions, listening reflectively, and clarifying where necessary.
- Avoid defensiveness by evaluating objectively and removing personal ownership of all ideas.
- Pursue constructive solutions for the good of the whole in a spirit of support, respect, and encouragement for every leader.
- Take responsibility for resolving misunderstandings or tension.
- Learn and stay informed about current issues concerning Grace Chapel, both globally and locally.
- Resist the urge to harbor "privileged" information about a leader, a staff member, or one of our members.
- Maintain confidentiality at the appropriate level.
- Be quick to forgive and pursuing reconciliation at all costs.

OUR BELIEFS

ABOUT GOD

God is the Creator and Ruler of the universe.

He has eternally existed in three personalities: the Father, the Son, and the Holy Spirit. These three are co-equal and are one God.

[Genesis 1:1,26,27; 3:22; 1 Peter 1:2; Psalm 90:2, 2 Corinthians 13:14, Matthew 28:19]

ABOUT JESUS CHRIST

Jesus Christ is the Son of God.

He is co-equal with the Father. By the miracle of the virgin birth, Jesus came to earth, lived a sinless human life, and offered Himself as the perfect sacrifice for the sins of all men by dying on a cross. He arose from the dead after three days to demonstrate His power over sin and death. He ascended to Heaven and will return again to earth to reign as King of Kings and Lord of Lords.

[*Matthew 1:22,23; Hebrews 4:14,15; Acts 1:9-11; Isaiah 9:6; 1 Corinthians 15:3,4; 1 Timothy 6:14,15; John 1:1-5, 14:10-30; Romans 1:3, 4; Titus 2:13*]

ABOUT THE HOLY SPIRIT

The Holy Spirit is equal in essence and nature to God the Father and Jesus Christ the Son.

He permanently indwells each believer at the instant he regenerates them. At that very instant, the believer is baptized by Jesus Christ with the Holy Spirit and placed into the Body of Christ. He gives at least one spiritual gift to every believer for the edification of the church. The Holy Spirit then instantaneously begins the process of sanctification, teaching, assuring, producing spiritual fruit, guiding, convicting, and empowering each believer. Throughout the believer's life, the Holy Spirit prays for them. The filling of the Holy Spirit is meant to be a continuous experience for the believer through submission to His controlling authority and power.

[*Matthew 3:11, 28:19; Romans 8:9-11, 14, 26, 15:16; Ephesians 4:1-12, 5:18; John 1:33, 16:8-11, 12-15; 1 Corinthians 3:16, 6:11, 19, 12:4-11, 13; Acts 1:5; Galatians 5:22-23*]

ABOUT HUMANITY

Humanity is made in the spiritual image of God, to be like Him in character.

He is the supreme object of God's creation. Although humanity has tremendous potential for good, they are marred by an attitude of disobedience toward God called sin. This attitude separates man from God.

[*Genesis 1:27; Romans 3:23; Psalm 8:3-6; Isaiah 59:1, 2; Isaiah 53:6a*]

ABOUT SALVATION

Salvation is by grace—a gift from God to people.

Man can never make up for his sin by self-improvement or good works. Only by trusting in Jesus Christ as God's offer of forgiveness can humanity be saved from sin's penalty. Eternal life begins the moment one receives Jesus Christ into their life by faith. Because God gives man eternal life through Jesus Christ, our salvation is forever and secure. God's grace and keeping power provide the believer with this eternal security in salvation.

[*Romans 6:23; Titus 3:5; John 10:27-30; Ephesians 2:8-9; Galatians 3:26; 1 Timothy 1:12; John 14:6, 1:12; Romans 5:1; John 6:37,39*]

ABOUT THE BIBLE

The Bible is God's word to all people.

Human authors wrote it under the supernatural guidance of the Holy Spirit. It is the supreme source of truth for Christian beliefs and living. Because God inspires it, it is truth without error.

[*2 Timothy 3:16; Psalm 119:105,160, 12:6; 2 Peter 1:20, 21; Proverbs 30:5; 2 Timothy 1:13*]

ABOUT UNITY

We believe that the many members of the Church are one in Christ Jesus and under Christ Jesus.

The Holy Spirit is our source of unity and the basis of our freedom and diversity within it. We seek unity in the Essentials of the Faith, yet we do not suggest that we must agree on everything relative to our daily walk in Christ. As Christians, we understand that our liberties granted by Christ are limited by our love for Christ and one another. While we do not presume to dictate one's private worship practices, we agree that, for the sake of harmony and unity of the Body, in our public worship and other sanctioned church meetings, we will strive to "maintain the unity of the Spirit in the bond of peace" (Ephesians 4:3).

[*1 Corinthians 12:12-14; Romans 12:4-5; 14:13-18*]