

# **Application Details: Pastoral Team Manager**



## **Introduction**

True Freedom Trust (TFT) is looking to recruit for the full-time post of *Pastoral Team Manager*.

We are a small Christian charity, well respected across the church for providing pastoral support and teaching for over 45 years around issues relating to same-sex attraction. We speak at churches across many denominations as well as at Bible colleges and Christian events around the UK & Ireland. You can find out more about us at our website: [truefreedomtrust.co.uk](http://truefreedomtrust.co.uk)

## **The Person**

It is an occupational requirement for this role to be a Bible-believing Christian. Applicants will need to affirm their belief in both the [Evangelical Alliance statement of faith](#) and also the TFT [Basis of Belief](#).

Applicants will be those who are excited to be involved in using their skills to further the work of TFT. They will also be team-minded, proactive, organised, resilient and self-motivated in their work. Please see the Person Specification below for more detail.

## **The Role**

The purpose of the *Pastoral Team Manager's* role is to oversee the team of pastoral *Voluntary Workers (VWs)* within TFT, organising regular training for them and ensuring that their pastoral work is all done according to our policies. This role will assess all incoming pastoral support requests and allocate each request to the most suitable volunteer, liaising closely with the *Women's Worker*. The post holder will take on a small personal caseload of pastoral work, but the focus of the role is on triaging cases, delegation and team development.

There is existing office space in Wirral (near Liverpool) for this work, and preference will be given to candidates who can spend most of their time at the office, working alongside other team members. Much of the work could though be done at any location with internet access.

Please see the Job Description below for more detail.

## **Application process**

If you would like to apply for the position of *Pastoral Team Manager*, please email the application form (available as a separate download) along with your CV (optional) to [stuart@truefreedomtrust.co.uk](mailto:stuart@truefreedomtrust.co.uk) before the deadline of 5pm on Monday 16<sup>th</sup> September 2024.

Interview dates and locations will be determined once applications have been received. Successful applicants will be advised of these after the deadline above.

## **Job Description: Pastoral Team Manager**

*This job description is to be read with the Person Specification*



### **Main Terms and Conditions**

**Reports to:** Director

**Hours of work:** 5 days/week (40 hours per week, which includes a 30-minute paid lunch break each day). In addition, paid attendance would be required at National and Day Conferences, Staff Away Days, VW Trainings and one Trustees meeting per year.

**Location:** Office space is available in Wirral, UK. Alternatively, remote working is possible from home anywhere in the UK, with a home-working allowance where the person is not able to work in the Wirral offices. Occasional UK-based travel would be required.

**Salary:** £26-30k per annum, depending upon experience. Reviewed annually according to the Remuneration Policy

### **Purpose of this role**

The purpose of this role is to oversee, train and support the team of pastoral *Voluntary Workers (VWs)* and to allocate them suitable work.

In addition, the role provides support to the *Director*.

### **Main Duties and Responsibilities**

#### ***Voluntary Worker Team Management***

- Manage, support and motivate the *VW* team
- Ensure annual reviews each year are conducted with each volunteer, including occasional audits of their work
- Design and operate a tiered training programme for a range of *VW* roles and experience levels. This programme should cover TFT's workflows, procedures, and skills for pastoral and small group work
- Discern skills gaps and develop specialist expertise within the *VW* team
- Identify, recruit and train new *VWs*, to create and maintain a diverse team of volunteers with the capacity to support contacts across the UK & Ireland
- Ensure that the pastoral care provided by the *VW* team is provided in line with the TFT policies and procedures (eg the Code of Practice, the Principles of Teaching & Discipleship and the Safeguarding Policy)
- Identify and deal with any safeguarding issues appropriately, raising and discussing any issues at regular safeguarding team meetings
- Develop, maintain and implement effective and efficient policies, workflows and procedures for *VWs*

- Provide pastoral support, training, encouragement and suitable resources to *Barnabas Group leaders* and keep records on Barnabas Groups up to date
- Support the *Women's Worker* in overseeing female *VWs*
- Support the *Speaking Team Manager* in overseeing *Speaking VWs*

### **Pastoral support**

- Triage pastoral requests (which come via webform, email and phone) and match each enquiry to the most suitable *VW* or staff member, liaising with the *Women's Worker* as appropriate
- Take on a small personal caseload of pastoral contacts and provide suitable encouragement, advice and resources to individual enquirers and pastoral *VWs*
- Ensure that all *VWs* and staff enter the relevant pastoral case information into the secure database promptly, concisely and clearly
- Follow up with enquirers, agreeing next steps and inviting feedback about *VWs*
- With the *Women's Worker*, oversee the online support forums (currently private Facebook groups) and online Barnabas Groups
- Oversee in-person and online Barnabas Groups, via the group leaders, promoting good practice and logging each group's members
- Process new applicants for TFT membership, according to the Membership Policy
- With the *Women's Worker*, oversee specialised support groups (eg Married Men, Parents of SSA children, Wives and Night Prayers)

### **Support to Director**

- Provide support to the *Director*, as required

### **Event Organisation**

- Work with the staff team to prepare and deliver day conferences and the annual National Conference, delegating to volunteer helpers where appropriate

### **Communications**

- Take phone calls to the main TFT phone number during office hours to take pastoral enquiries and referring non-pastoral requests to other team members as appropriate
- Use video calls and cloud-based technology to communicate and share information efficiently and securely with staff, *VWs* and enquirers

### **Other**

- Undertake any other duties as appropriate to the post. Work according to TFT policies and procedures, maintaining professional boundaries and confidentiality
- Prepare occasional short Bible 'thought' or case study for weekly team calls, according to rota
- Prepare members' prayer newsletter, according to rota

## Person Specification: Pastoral Team Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Character &amp; Beliefs</b>	<ul style="list-style-type: none"> <li>• Growing relationship with Jesus</li> <li>• In full agreement with (and living according to) the TFT Basis and Statement of Faith</li> <li>• Proactive, reliable, organised and self-motivated even when working alone</li> <li>• Pastoral manner</li> <li>• Teachable and eager to learn and grow</li> <li>• Resilient, forbearing and persistent when others are unresponsive or challenging</li> <li>• Handles pastoral matters with discretion, sensitivity and appropriate confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Resilient when under pressure</li> <li>• Some theological training</li> <li>• Open about current personal discipleship struggles</li> <li>• Willing to be open to others in the staff team about current spiritual challenges/temptations</li> </ul>
<b>Team work &amp; Management</b>	<ul style="list-style-type: none"> <li>• Prioritises the development of others' gifts and experience over oneself</li> <li>• Able to communicate persuasively, concisely and clearly with a widely-dispersed team of staff and volunteers (via email, phone and at meetings)</li> <li>• Excellent attention to detail</li> <li>• Carefully prioritises workload and delegates where possible</li> <li>• Proactive in planning strategically for the year ahead</li> </ul>	<ul style="list-style-type: none"> <li>• Able to discern training needs for self and others</li> <li>• Able to discern others' giftings and character</li> <li>• Able to motivate and inspire others, including volunteers, even when communicating remotely</li> <li>• Proactive in identifying and resolving conflict between team members</li> <li>•</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience with pastoral work</li> <li>• Experience with managing others, particularly volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with organising training events</li> <li>• Experienced in pastoring those who are same-sex attracted</li> <li>• Familiar with TFT community</li> </ul>

### Review of this Job Description and Person Specification

This Job Description and Person Specification will be reviewed with the post-holder annually and changed by mutual agreement to reflect the role as it develops, or more frequently if required.

*Job description and Person Specification created – July 2024*