

JOB DESCRIPTION - CLUSTER LEADER

JOB/TASK: *Cluster Leader*

NUMBER OF PERSONS NEEDED: 1 or 2

TIME COMMITMENT/FREQUENCY: *as needed*

SUPERVISOR /CONTACT: *Cluster Coordinator*

MINISTRY GROUP RESPONSIBLE: *Parish Life & Care*

REFERENCES: (people who have done this job and would be willing to answer questions about it) - *Mary Ann Philipp, Joan Zanfagna, Jody Ransom*

Cluster Leaders serve as neighborhood liaisons to LPC members living in their area. They transmit messages from the church to cluster members.

Communication. If the pastors decide that a message should be transmitted to the congregation, one of them or their assistant, Sandy Albrecht, will phone the Cluster Coordinator. The Coordinator will, in turn, contact each of the Cluster Leaders to let them know that they should relay the message on to their cluster members. The Cluster Leaders need to contact only those cluster members who have neither an e-mail address nor a "no" at the bottom of their cluster roster listing

The following guidelines apply to the communication role:

1. Please let the Coordinator know that the message has been received. If the Cluster Leader receives the message from the Coordinator by e-mail or telephone message rather than directly, he/she should let the Coordinator know as soon as possible that the message has been received with a simple "got it" e-mail or recorded phone message.
2. No one's at home - If the Cluster Leader phones a cluster member to relay a message and gets the answering machine, he/she can simply leave the message and assume that it will be received. No further call is required.
3. Help is needed - Occasionally a message has to go out on very short notice. If the leader finds it impossible to make the calls in the time available he/she should let the Coordinator know. The Coordinator or the Cluster Deacon will make the calls.
4. Long absence from the area - If a Cluster Leader will be out of town for an extended period he/she is asked to let the Coordinator know. It is helpful if the Cluster Leaders can agree to cover for one another in such situations.

Coordination. Members of the congregation may occasionally need help from other members of the congregation. This help may consist of meals on a short-term basis or a ride to the doctor's office or to church. If such a need is identified, the Pastors or Sandy will describe it to the Coordinators who will then pass the message on to the leaders of the affected person 's cluster. The following are suggested steps to follow in addressing the need:

1. Make contact with the individual/family for whom help is requested. A message can be distorted or misunderstood as it is passed from person to person, so making direct contact with the individuals involved is important. Find out what kind of help is needed and when it is needed. One of the Cluster Leaders can become the contact for the person who needs support.

2. Check the LPC Cluster Questionnaire form and enlist volunteers. Persons in the cluster may have indicated on the questionnaire that they are willing to do something that is needed. Check with those persons to see if they are able and willing to provide the help when it is required.

3. Serve as coordinator for others who want to help. Often the affected person will have contact with other groups in the church and members of those groups may wish to participate in providing help. These volunteers will be directed to call the Cluster Leader who will keep a schedule on which people can indicate which day they will commit to providing a meal, transportation, etc., so that the family receives regular help when it is needed, rather than too much on one day and too little on another.

4. Ask for more help if it is needed . If the individual/family needs help over an extended period or if the cluster is short on people who can offer such assistance to their neighbors, the Cluster Leader should let the Coordinator and the Cluster Deacon know. They can call upon other clusters or individuals who may be able to participate.

General Guidelines on Telephone/e-mail Requirements

E-mail notification alone is sufficient in the following situations:

- Reminder of upcoming church events which have received publicity elsewhere, such as in the church newsletter.
- Birth/adoption of a baby in the family of an LPC member.
- Death of a former active member
- Death of a member when no local service is scheduled

Telephone follow up to those who do not have e-mail is needed in these situations:

- New baby within a cluster - calls go only to those members who live within the same cluster as the new baby.
- Death of a member or a member's spouse when a local service is scheduled. The calls will be made as soon as possible after the death. Calls may be delayed briefly if funeral arrangements have not been made but are expected to be available within a few hours or perhaps a day. If no funeral arrangements have been made by the time of the contact, members will be asked to check the newspaper, hotline

or website later for information about the service.

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