Manager – Special Needs

Team(s): Special Needs
Reports to: Executive Pastor – Outreach & Care
Direct Reports: Coordinator(s) – Special Needs, Coordinator – Night to Shine
Status: Full-time (40 hours/wk.); Exempt; Weekend and occasional evening hours required

Position Summary:
The Special Needs Manager leads Alliance Church's Special Needs Ministry with a primary emphasis on Sunday ministry and supporting Kids and Youth Ministries. This role creates safe, welcoming, Christ-centered environments, equips volunteers, partners with families and ministry leaders, and provides appropriate accommodations so children and students with special needs can know Jesus, grow in their faith, and participate meaningfully in the life of the church.

Position Responsibilities:
Sunday Special Needs Ministry:

- Provide hands-on leadership and oversight of the Sunday Special Needs classroom and ministry experience.
- Oversee programming, curriculum, volunteer placement, classroom preparation, supplies, and ministry systems.
- Identify accommodations and individualized support that help each participant engage in the least restrictive environment possible.
- Establish and maintain appropriate safety practices, emergency procedures, and individualized support plans for participants.
- Ensure volunteers understand appropriate boundaries, safety expectations, and response procedures when supporting individuals with special needs.

Kids & Youth Ministry Support:

- Partner closely with Kids and Youth leaders to support children and students with special needs in regular ministry environments whenever appropriate.
- Equip staff and volunteers with practical support for sensory, communication, behavioral, and individual needs.
- Help families and ministry leaders determine the best ministry environment and level of support for each child or student.
- Serve as a resource to Kids and Youth Ministry leaders in evaluating ministry environments, identifying support needs, and developing strategies that encourage participation and belonging.

Volunteer & Family Leadership:

- Recruit, train, schedule, encourage, and develop Special Needs volunteers and key team leaders.
- Provide ongoing coaching, feedback, and encouragement to volunteers to strengthen their confidence and effectiveness in serving individuals with special needs.
- Identify and develop key volunteer leaders who can help support the ongoing needs and growth of the ministry.
- Build relationships with parents and caregivers; oversee intake, documentation, and ongoing communication while maintaining appropriate confidentiality.
- Partner with families to understand individual needs, communicate ministry expectations, and evaluate accommodations and support as needs change.

Ministry Development & Additional Programming:

- Develop consistent Special Needs ministry practices and support implementation across Alliance Church locations.

- Partner with ministry leaders across locations to establish consistent approaches, resources, and practices that equip teams to serve individuals and families with special needs.
- Oversee the Special Needs budget, resources, and ministry systems.
- Provide leadership and support for additional programs and events, including Night to Shine, respite opportunities, family events, and outreach initiatives, as ministry priorities allow.
- Evaluate ministry needs and opportunities for growth, making recommendations to strengthen the overall Special Needs Ministry and its impact across Alliance Church.

Position Requirements:

- Active and growing relationship with Jesus Christ and a passion to see individuals and families grow in their relationship with Him.
- Experience working with children or students with special needs is required; ministry, volunteer leadership, or team management experience is strongly preferred.
- Strong interpersonal, communication, and relationship-building skills, with the ability to collaborate effectively with staff, ministry leaders, volunteers, and families across multiple locations.
- Ability to assess individual needs, identify appropriate accommodations, and develop practical strategies that promote safety, inclusion, and meaningful participation.
- Demonstrated ability to recruit, equip, lead, and develop volunteers while managing multiple ministry priorities, resources, and administrative responsibilities.
- Ability to exercise sound judgment, flexibility, confidentiality, and a team-oriented mindset while navigating sensitive situations and supporting the broader mission and vision of Alliance Church.

ORGANIZATION OVERVIEW

Founded in 1932, Alliance Church is a Fox Cities-based church and member of the Christian and Missionary Alliance denomination. They have physical locations in Appleton, Hortonville, and Neenah as well an online streaming experience for Appleton's Sunday services. Alliance Church exists to connect the world with God and one another. Committed to loving the local community, Alliance Church started a free-and-charitable health clinic and is grateful to partner with the many effective non-profits and churches that serve the Fox Cities. The church is made up of many different people from all generations and backgrounds, but united around God's love for the entire world. For more information, visit alliancechurch.org.