

**Unitarian Universalist Church of Nashua, NH (UUCN)
Meeting of the Board of Trustees**

September 12, 2017

Minutes: Final draft as of October 9, 2017 by Jodie K. Holway, Clerk of UUCN

Reviewed and Approved by:

Rick Spitz, Pam Jordan, Brenna Woods, Lindsey Hedrick, Steve Hedges, Dave Hudson, Ellen McCormick

Meeting Attendees: Steve Hedges, Lindsey Hedrick (Treasurer), Jodie K. Holway (Clerk), Carol Houde (Vice President), David Hudson (President), Pam Jordan, Ellen McCormick, Rev. Allison Palm, Rick Spitz, Brenna Woods

Full Agenda: see APPENDIX A

1. Consent Agenda

- a. Reviewed the consent agenda, which contained:
 - i. Minutes from the June Board of Trustees (BoT) meeting
 - ii. Minutes from the interim decisions made since the Board's last meeting
- b. Rick Spitz noted that Jodie Holway should have been listed as present at the June meeting, and recommended we amend those minutes accordingly
- c. **MOTION** to accept these minutes as amended above
MOVED by Steve Hedges, **SECONDED** by Rick Spitz, **MOTION CARRIED**
- d. **ACTION:** Jodie Holway as Clerk to post on UUCN website

2. Visioning: Long Range Planning Committee (LRPC) Update

- a. Main goal is to ask 4 questions to determine where UUCN should be in 15-20 years
- b. Methods to gather input:
 - i. Interview all key church teams/groups/committees:
Send request to heads of each, 2 weeks in advance
 - ii. Cottage meetings
 - iii. Online surveys
- c. LRPC will assemble this input into a proposal/plan
- d. Capital Campaign at a later time will be guided by this plan
- e. Logistics:
 - i. Folder is now available in Google Docs to start working
 - ii. Already met in June and August, now will meet on 4th Monday of each month
 - iii. Will reserve 1 hour on October's Board of Trustees agenda

3. Rethinking the Personnel Team

- a. Reverend Allison brought to the Board's attention several inconsistencies with the organizational and reporting structure for the Personnel Committee/Team (PT) today, which reports to the Executive Director (ED), Rev. Allison
 - i. Personnel Team is responsible for authoring policies which affect the ED, although it ultimately reports to the ED – this is a potential conflict

- ii. Staff who have difficulties with their supervisor are currently instructed to bring it to the ED, or if uncomfortable because it may pertain to the ED then their other channel is to bring it to the PT; but this is no better because the PT reports to the ED – this is a potential lack of redress
- iii. The ED has no sounding board for important private personnel matters or larger policy questions – this is a gap in need of support
- b. Open discussion of existing models and paths which address these above issues
 - i. For-profit companies have many of the same challenges: bringing any issues against any employee to HR, which ultimately reports to the CEO – even though the issue may be with the CEO themselves
 - ii. Non-profit organization, e.g. a daycare: in one example their Board took on monitoring duties, including a personnel committee which mainly did hiring
- c. Open discussion of the possibilities for reorganization at UUCN
 - i. Considered creating two separate Policies, one for staff, other to govern the ED
 - 1. Pro: Board creates the policy for the ED, no longer governed by the PT who reports back to the ED – this eliminates the conflict
 - 2. Con: ED’s policy likely to be very similar to staff policy; maintaining two similar policies is a lot of overhead and potential for error if changes are not kept in sync
 - ii. Considered having sections in the single policy that apply specifically to the ED
 - 1. To avoid conflicts, appropriate sections in Personnel Manual could instruct people to turn to President or the Board
 - 2. The Board would help respond in these situations
 - iii. Considered whether the PT could become a committee of the Board or whether the Board itself could play the role of a Personnel Committee when necessary
 - 1. Seems that the Board has a role to play in this area
 - 2. Concern that the Board’s role must be to set policy
 - a. Board must not become responsible to determine details
 - b. Noted that during the recent years of Interim, this group had morphed into a task force; this can now change back to normal
 - iv. Proposal: The Board would assume some duties of Personnel when necessary
 - 1. This would remove conflicts of interest and fill the support gaps above
 - 2. Rev. Allison attended a workshop on Staffing and Supervision last spring, where this idea was favored
 - a. Workshop provided a list of “Helpful vs. Unhelpful PC Practices” to which UUCN can measure and compare ourselves
 - b. **ACTION: Rev. Allison** will send the whole PDF to Dave Hudson
 - c. **ACTION: Dave Hudson** excerpt and send the 1-page list to Board
 - 3. **Next Step: All BoT members** will consider this option for next meeting.
- d. Side note, these discussions are unrelated to the Preschool, which has its own Board

4. Safe Congregations Policy Questions

- a. All current Policies are [posted on UUCN website](#)
- b. Should we change the Policy to allow youth staff to be 14 years old?
 - i. Current policy, owned by the Board, states the minimum working age of 15
 - ii. Young workers work in two main roles at UUCN:
 1. Kitchen coffee crew
 2. Childcare
 - iii. Previously the coffee crew job description required age 14 and above
 - iv. Discussed pros and cons for employing 14-year-olds:
 1. Pro: We can fill the available slots, may not have enough 15-year-olds
 2. Pro: Acceptable under NH state law
 3. Con: Undesirable to pull them out of ROPES to work
 4. Con: Preferable to celebrate our youth, not put them to work
 - v. Suggestion to change the policy to allow 14-year-olds, and then each area can determine their own minimum within this limit (those nested bowls again!)
 - vi. **MOTION** to amend the Policy on youth staff age to minimum 14 years
MOVED by Rick Spitz, **SECONDED** by Brenna Woods, **MOTION CARRIED**
- c. Should we add Board Vice President to the Safe Congregations Response Team (SCRT)?
 - i. Current membership of the Response Team is defined in the policy
 1. Executive Director, President of the Board of Trustees, Director of Faith Formation, and the Church Administrator
 2. Policy states that the Board may add new members as desired
 - ii. Consider that the expectation is for every VP to become the next President
 - iii. Consider that it's helpful for the VP to gain exposure to this area before they assume the role of President
 - iv. Consider this is David's last year as President, Carol's term will begin next year
 - v. **MOTION** to add the role of VP to the SCRT for one year, and see how it goes
MOVED by Brenna Woods, **SECONDED** by Lindsey Hedrick, **MOTION CARRIED**
- d. **ACTION: Jodie Holway** as Clerk will amend the official Policy, and post on UUCN website.
- e. **ACTION: Jodie Holway** will contact Rev. Allison first, to start from the right version.

5. Delegate CWG-WWS to Executive Director

- a. Board must create a Policy for the preschool, keeping the same intentions
 - i. Prior bylaws placed the preschool in the Executive Director's jurisdiction
 - ii. This is accurate but belongs in a Policy, so we removed it from bylaws last June
- b. Debated the wording of this new Policy
 - i. Authority to manage the preschool is delegated from Board of Trustees to ED
 - ii. Intention is that the ED does not need to manage the preschool singlehandedly
 - iii. ED can further delegate by creating layers to assist, such as staff, teams, or governing boards as desired, and can delegate authority to them
- c. Discussed and agreed upon the wording in APPENDIX B
- d. **MOTION** to accept this revised wording as the finalized Policy M (see APPENDIX B)
MOVED by Brenna Woods, **SECONDED** by Pam Jordan, **MOTION CARRIED**
- e. **ACTION: Jodie Holway** as Clerk will publish the official Policy, post on UUCN website.

6. Church Audit Update

- a. UUCN's Monitoring Table has stated that we must have an Audit, but never yet done
- b. Board Treasurer Lindsey Hedrick asks Board of Trustees: Decide whether perform an Audit or a Review?
 - i. Audit is often requested by churches, and these financial companies offer this; these companies say that Reviews are usually sufficient for a church
 - ii. Audit verifies information independently outside the church, e.g. bank balances; Review stays within the church, reviews processes, asks questions, gives advice
 - iii. Both an Audit and a Review can identify malfeasance
 - iv. Review is appropriate for our organization getting accustomed to QuickBooks; Audit can be easily performed in future, atop a foundation of a prior Review.
 - v. Audit can cost \$20,000; Review can cost \$3,000 approximately
 - vi. **AGREED:** Start with a Review this year.
- c. **MOTION** to amend the Monitoring Table to remove the word "Audit", instead to say "Independent Financial Review by a qualified auditor"
MOVED by Rick Spitz, **SECONDED** by Ellen McCormick, **MOTION CARRIED**
- d. Timing of this financial review?
 - i. At Board's June 2017 meeting, we had planned for spring 2018
 - ii. Financial companies prefer to review at least two years of QuickBooks, which we will have by then
 - iii. Financial companies prefer to perform reviews within a few months of the end of the fiscal year, which allows relevant statements to arrive, final transactions to be entered, and books to be closed
 - iv. For UUCN, therefore, around Labor Day should work well
 - v. **AGREED:** Review will take place in Fall 2018
- e. Which groups must be included in this financial review?
 - i. **AGREED:** Include CWG-WWS preschool, Cemetery. Do not include Simple Gifts.
 - ii. If UU Action NH is under UUCN's protection next year, they will be reviewed too
- f. Budget can fund this Review: reserved \$4,000 for it this year plus \$4,000 last year

7. Minister's Report (see APPENDIX C)

- a. Rev. Allison notes that this report spans the summer, so meatier than usual
- b. Discussion of UUCN's Social Justice team and Granite State Organizing Project (**GSOP**)
 - i. GSOP is seeking a large number of faith communities to sign their statement, declaring support for immigrant families in the face of increased ICE activity
 - ii. Our Social Justice team wants to sign this, but wondering if they have authority?
 - iii. **AGREED:** the Social Justice team is empowered to be the voice of the church, as long as they determine it is within the church's values (in their nested bowl)
 - iv. **AGREED:** any team can ask BoT to make a statement in support of their plans
- c. **Next Step:** BoT should draft Policy about the Board making statements in support of teams, and about what circumstances teams (or others) can make statements on behalf of the church – not urgent, put in Parking Lot

MOTION CARRIED to extend the time of this Board Meeting by 15 minutes

8. New Business

- a. Need two Board members as liaisons to Nominating Committee
 - i. This committee reports to the Congregation, not to the Board
 - ii. Its job is to recommend all nominees at UUCN's Annual Meeting
 - iii. Board liaisons are full members of the committee, not just observers
 - iv. **AGREED:** Pam Jordan and Carol Houde graciously agree to do this
 - v. **ACTION:** Dave Hudson will communicate this to Nominating chair Karen Murray
- b. Discussion: what does it mean to report to the Congregation?
 - i. A group may drift into conflict or inaction, if not monitored e.g. by the Board
 - ii. Do UUCN's bylaws prevent Nominating from reporting to the Board?
 - iii. Intentionally preventing the Board from interfering in the nominations
 - iv. **NEXT STEPS:** Board will consider this over next few months
- c. Three subcommittees of the Board: Vision, Monitoring, and Linkage
 - i. Meet independently as needed, report back to Board quarterly
 - ii. October presentation by Vision: Ellen McCormick, Brenna Woods, Dave Hudson
 - iii. November presentation by Monitoring: Lindsey Hedrick, Pam Jordan, Rick Spitz
 - iv. December presentation by Linkage: Steve Hedges, Carol Houde, Jodie Holway
- d. UU Action New Hampshire (UUActionNH.org)
 - i. Last update to the Board from them was May 2017
 - ii. **ACTION:** Steve Hedges or another representative to provide an update soon
- e. Financial Records Review Committee didn't provide any report at 2017 Annual Meeting
 - i. This has been lacking for past two years
 - ii. President Dave Hudson has discussed via email with FRRRC co-chairs Frank Grossman and Rob Bates, they are glad to be reminded, amenable to do it
 - iii. **ACTION:** Treasurer Lindsey Hedrick will contact them, request it by Nov. 1, 2017
- f. Proposal to extend monthly Board meetings by 1 hour?
 - i. We always have too much to fit, and cannot reduce the load further
 - ii. We always have an extra meeting in spring and fall already
 - iii. **AGREED:** Normal meeting time shall now be 6:30 – 9:30 on second Tuesdays

9. Closing portion of the meeting

- a. Timekeeper's report: Ellen McCormick
- b. Closing words: Rev. Allison Palm

APPENDIX A: Agenda for this meeting: UUCN Board of Trustees, September 2017

APPENDIX B: Policy M: Preschool Delegation of Authority

APPENDIX C: Minister's Report to the Board of Trustees

Agenda

Board of Trustees, Unitarian Universalist Church of Nashua

September 12, 2017 @ 7:00 PM

© **UUCN Mission:** The mission of the Unitarian Universalist Church of Nashua is to engage people in a search for truth and meaning within a supportive liberal religious community that encourages personal and spiritual growth, embraces diversity, and promotes social justice.

🕒 **Timekeeper:** Ellen

7:00 [7] Admin: Chalice Lighting (Carol) & Check In

7:07 [3] Admin: Consent Agenda

- June BoT Minutes
- Interim Minutes – Summer

7:10 [15] Visioning: Long Range Planning Committee Update (Ellen & Brenna)

- Update from the LRPC
- What happens after they have recommendations?
- Deeper questions coming at our October meeting

7:25 [25] Policy: Rethinking Personnel Team (Allison)

7:50 [10] Policy: Safe Congregation Policy Question (Allison)

- A question has arisen about the employment age for the Coffee Crew.

8:00 [5] Policy: Delegate CWG-WWS to Executive Director (David)

- Removed from Bylaws in June, so need to formalize via policy.

8:05 [10] Monitoring: Church Audit Update (Lindsey)

8:15 [15] Monitoring: Minister's Report (Allison)

8:30 [10] Admin: New Business

- Need two members for Nominating Committee
- Discuss extending our meetings – longer meetings, more frequent?
- Visioning in October – Monitoring in November – Linkage in December (repeat?)
- When do we want our next update from UU Action NH?

8:40 [10] Slack Time

8:50 [5] Admin: Covenantal Checkout

- What worked in our meeting tonight?
- What did not work in our meeting tonight?
- Are there any questions or concerns?
- How are we working as a group?

8:55 [3] Admin: Timekeeper's Report

8:58 [2] Admin: Closing Words (Allison)

9:00 Adjourn

(continued)

Allocated Time:

- [30 m - 25.0%] Administration
- [15 m - 12.5%] Visioning
- [40 m - 33.3%] Policies & Procedures
- [25 m - 20.8%] Monitoring
- [10 m - 8.3%] Unassigned

[120 m - 99.9%] Total

Board Subcommittees:

- *Visioning*: Ellen, Brenna, and David
- *Monitoring*: Lindsey, Pam, and Rick
- *Linkage*: Steve, Jodie, and Carol
- *LRPC*: Ellen, Brenna, and Lindsey

Upcoming Dates:

- Sunday, October 1 from 12:00 to 1:30 pm – BoT meeting to discuss Allison's review
- Tuesday, October 10 @ 7 pm – next Board of Trustees meeting
- Tuesday, November 14 @ 7 pm – Board of Trustees meeting

Parking Lot:

- Articles of Agreement Changes
 - Required 501(c)3 Revisions – approved but not submitted (September 2016)
 - Removal of hyphen from official name of congregation
- Review gaps in our existing Policies & Procedures
- Board job descriptions
- Minister Emeritus approval for Steve (Rev. Edington)
- Delegate selection policy for denominational events (NNED & GA)
- Check-in with Financial Records Review Committee
- Examine oversight of committees of the congregation – Nashua Cemetery Association, et. al.
- Revisit “Affiliated Organizations” – Simple Gifts, UUANH

Policy M: Preschool Delegation of Authority

The Board of Trustees delegates management and oversight of the preschool operated by the church to the Executive Director (ED). Given the complexity involved in running a preschool, the Board authorizes the ED to further delegate to subordinate staff, teams, or boards as necessary. Any existing structures or governing bodies hereby become the responsibility of the ED who has the authority to oversee or change those structures or governing bodies as necessary.

Minister's Report to the Board of Trustees
Rev. Allison Palm
UU Church of Nashua, NH
September 12, 2017

1. WITHIN

The Unitarian-Universalist Church of Nashua is a spiritual home where members and friends experience personal transformation by: Participating in varied and meaningful common worship that nurtures, challenges, and inspires; Exploring religious values and discovering individual truths; Joining in fellowship with other members and friends.

- Average Sunday attendance this summer: 58. (Summer 2016: 71, Summer 2015: 64, Summer 2014: 51)
- We held our Ingathering Water Communion Service on Sept. 10. Total attendance was 182. (2016: 152 2015: 207)
- We have nine Worship Associates this year, including two youth. Sadie and I held a training for them on August 29.
- The Music Team is planning to have a band play for the service approximately once a month this year. The first band Sunday will be Sept. 17.
- Our new DFF, Sadie Kahn-Greene began working with us on July 24. She has been meeting with various groups in the congregation over the past month and a half to get to know people and get oriented.
- Children and Youth Faith Formation programs begin this coming Sunday, Sept. 17. So far, we have 58 children and youth enrolled from 36 families. (Baby/Toddler – 1, Pre K & K - 3, First & Second Grade - 4, Third & Fourth Grade - 6, Fifth & Sixth Grade - 7, Owl - 9, Youth group – 28)
- Sadie held a training for our CYFF teachers on Sept. 9.
- Sadie and I ran a training for our Covenant Group Facilitators on Aug. 26. Sign up is ongoing for those groups, most of which begin this month.
- We had a wonderful picnic on Sept. 10, after the service, to welcome Sadie. There was great attendance and a wonderful team of planners kept things organized and running smoothly.

2. AMONG

The Unitarian-Universalist Church of Nashua is a welcoming religious community for all ages where we live our mission by: Creating a beloved community where we minister to one another; Supporting and respecting one another in our daily lives and our religious journeys; Generously giving of our time, talents, and money; Being good stewards of our church resources in pursuit of our mission.

- I held a training for the Pastoral Care Team on Aug. 19. We have a team of 6 this year, and are really focusing on connecting them with people who need ongoing support (as “buddies”).
- We had spoken Joys & Sorrows over the summer and just switched back to the Candles Card system for the church year. I received some comments from those who appreciated having the chance to speak, and some comments from those who felt the spoken Candles sometimes went on too long.
- The Stewardship Team is continuing the conversation about switching to year-round pledging. Gary Lerude has joined Elizabeth Lewis as co-chair this year.
- The Shared Ministry Team will be reading a book on covenants in congregations this year. Given what they learn from that reading, and the notes from our conversations last year, they will make recommendations for next steps with our congregational covenant.

- I revised Lori Lerude's job description this summer. Her new title is "Congregational Life Coordinator," to take into account the breadth of the job she does and to remove the focus on Membership. I have attached the new job description for your reference.
- The Membership and Leadership Teams met jointly a couple times of the last six weeks and have decided to join forces as a Congregational Life Team. The Team wrote this as a purpose statement: The Congregational Life Team connects newcomers, members, leaders and friends to congregational life, intentionally inviting people into community, membership, service and leadership. The Team will report to the Congregational life Coordinator.
- The Property Team is meeting with landscapers to work on the front lawn. This work will likely not begin until late fall or early spring.
- The Property Team is also aware of cracks in the Dining Room which may be structural. They will have someone in to look at it in the next few weeks.
- We had a Staff Retreat on July 29 with our new core staff team (Sherri, Jed, Lori L, Sadie and me). We spent the morning on relationship building and had a workshop in the afternoon on Intercultural Competency led by Rev. Parisa Parsa.
- I will have staff goals for you by our October meeting.
- Sherri and I are still working on ironing out the final numbers from last year's budget. We will have a surplus, but it is unclear how large it is. We are struggling with conflicting information from our database.
- Sherri and I are working to put together a team of folks to investigate database options. It is my intention that we will have chosen a new database by the end of this church year so we can implement it during Summer 2018.

3. BEYOND

The Unitarian-Universalist Church of Nashua is a beacon of liberal religious thought and action, making a positive impact in our neighborhood and in the world by: Promoting our values and programs so that others will hear our voice and have the opportunity to join us; Welcoming people who are seeking a spiritual home and personal transformation; Partnering with other congregations and institutions in advocating for and promoting social justice; Actively participating in regional (Northern New England District) and national (Unitarian Universalist Association) Unitarian Universalist programs and activities.

- Our Black Lives Matter Team held a retreat on July 22 to review goals for the coming year. They have several projects in the works, including at least 4 worship services on the topic, a study group on Jeffrey Campbell, a black Universalist minister from Nashua, working to partner more deeply with a local organization and more.
- I have been attending several GSOP events over the summer, along with others from the congregation, that are focused on immigration issues. Right now, GSOP is working to get congregations across the state to declare their support for immigrant families in our state, in the face of increased ICE enforcement. I hope our congregation will join the list.
- After the neo-Nazi rally in Charlottesville, Jenn Morton organized a Nashua vigil at Greeley Park. Jed and I both participated, along with members of our Black Lives Matter Team.
- I will be attending a PICO National Clergy Summit in Indianapolis at the end of October as part of a GSOP delegation.
- Our Youth Group had a successful trip to General Assembly in June! It was a joy to witness them learning more about our UUA and expand their idea of what UUism is.
- We had 7 outside groups use our building during June-August.

4. CHILDREN’S WINTER GARDEN WITH WHITE WING SCHOOL

- There are 71 students enrolled for the 2017-2018 school year. (Last year ended with 61 enrolled)
- Classes started last week, with an orientation evening on Sept. 5.
- The new Pre-K class has 12 students enrolled. Parents are grateful for the option.
- There are only a few openings left for 2 and 3 year olds at this point.
- The 2-year-old teacher only has a class on Tuesday and Thursday, so will be offering small group “specialist” classes on Monday, Wednesday and Friday for all the 3 & 4 year olds.
- There has been no staff turnover since last year.
- We are still working on getting one more parent and one more church member to join the Board. Ellen Fisher is the new Treasurer, and Gillian Hinkle continues to serve as co-chair.
- The budget for this year looks very solid, with some cushion to accommodate as things change throughout the year.

5. FINANCES

We are 20% of the way through this year. Income is predictably behind at 15.09%. Expenses are behind at 16.95%. We have a \$10,000 deficit at the moment as a result of paying our full UUA dues.

	Actual	Budget	Percentage
INCOME			
Endowment	\$23,104.48	\$150,814.00	15.32%
Fundraisers	\$525.00	\$11,800.00	4.45%
Outreach Collections	\$1,434.78	\$35,000.00	4.10%
Pledges	\$58,763.64	\$330,000.00	17.81%%
User Fees	\$670.00	\$6,000.00	11.17%
CWG-WWS Contribution	\$0	\$28,000.00	0%
Other Income	\$579.45	\$1,900.00	30.50%
TOTAL INCOME	\$85,077.35	\$563,514.00	15.09%
EXPENSES			
<i>Programs</i>			
Music & Worship	\$8,364.75	\$9,800.00	85.35%
Faith Formation	\$670.28	\$6,300.00	10.64%
Membership	\$56.05	\$3,200.00	6.73%
Social Justice	\$3,299.16	\$39,900.00	8.27%
Leadership Development	\$30.24	\$300.00	10.08%
Board Expenses	\$125.43	\$1,600.00	7.84%
Ministry Funds	\$0	\$1,300.00	0%
Total Programs	\$4,428.72	\$62,850.00	7.05%
<i>Operations</i>			
Administration	\$1,487.99	\$34,800.00	4.28%
Communications	\$39.99	\$1,500.00	2.67%
Stewardship	\$0	\$2,800.00	0%
Denomination	\$22,357.00	\$22,357.00	100%
Property	\$4,413.90	\$100,150.00	4.41%

<i>Total Operations</i>	\$28,298.88	\$161,607.00	17.51%
<i>Staff</i>			
Minister	\$25,455.08	\$123,932.00	19.65%
Program Staff	\$23,161.22	\$133,085.00	17.40%
Administrative Staff	\$14,185.63	\$77,633.00	18.27%
<i>Total Staff</i>	\$62,801.93	\$338,994.00	18.53%
TOTAL EXPENSES	\$95,529.53	\$563,451.00	16.95%
Difference	-\$10,452.18	\$63	

6. SCHEDULE

- I will be at the NNED Board Meeting from 3pm on Friday, Sept. 29 to noon on Saturday, Sept. 30.
- I will be at the NNE UUMA retreat Monday, October 2-Thursday, October 5.

ATTACHMENT: Congregational Life Coordinator Job Description

Congregational Life Coordinator Job Description

Reports to: Minister

Effective: August 1, 2017

Directly Supervises: Coffee Crew

Status: Part Time, 15 hours/week

FLSA: Exempt

Job Summary

The Congregational Life Coordinator will provide dynamic leadership, oversight and support to the membership ministry at the UU Church of Nashua, developing strategies and programs to attract and welcome visitors, form and support new members, and foster connections throughout the congregation.

Essential Functions:

- Create and implement a vision for a membership ministry that:
 - attracts and engages visitors
 - leads newcomers through the membership process
 - connects new members more deeply to the congregation
- Develop and support a network of motivated volunteers who can greet, welcome, and engage with visitors, newcomers, and new members; work with these volunteers to create a culture of welcome throughout the church
- Create a welcoming environment on Sunday mornings, including coordinating greeters and fellowship hour
- Connect individuals to one another, to small groups, and to ministry opportunities; help individuals identify gifts they can offer in the congregational context, and connect them to opportunities to serve
- Maintain external communications channels, such as the external-facing pages of the church website, social media, etc.
- Maintain visitor and membership data; track attendance, participation and other data as needed; communicate changes in member data to UUA as needed

Other Responsibilities:

- Participate in staff meetings
- Maintain active membership in the UU Association of Membership Professionals

Minimum Qualifications:

- Bachelor's degree or equivalent experience
- Demonstrated leadership and volunteer management skills
- Familiarity with Unitarian Universalism and willingness/ability to represent a liberal faith perspective to spiritual seekers

Core Competencies:

- **Mission Ownership:** Demonstrates understanding and full support of the Mission, Ends, and Values of the UU Church of Nashua, and the beliefs and values of Unitarian Universalism; can demonstrate and explain those values to others; consistently behaves in a manner congruent with the Mission, Ends, Values and beliefs.
- **Interpersonal Skills:** Establishes good working relationships with staff and congregants; works well with people in all areas of the congregation; builds appropriate rapport and maintains appropriate boundaries; considers the impact of their actions on others; uses diplomacy and tact; avoids communication triangles and other unhealthy ways of communicating.
- **Welcoming:** Offers a warm and approachable presence; gracefully invites people into conversations and activities; encourages participation and creates an environment that others want to participate in.
- **Networking:** Able to identify congregants' interests and gifts and connect people to opportunities for relationships, service and spiritual sustenance.
- **Communication:** Identifies and uses appropriate methods of listening, communicating and soliciting information with congregants and staff; demonstrates flexibility in adapting communication style and methods to be most effective.
- **Compassion and Care:** Exudes a natural sense of care for the well-being of others; responds with empathy to the life circumstances of others; communicates a sense of support in their very presence; demonstrates appropriate and boundaried expressions of care.
- **Technical Expertise:** Acquires and demonstrates the technical skills required to proficiently execute the essential functions of the job; understands which skills are lacking and seeks to develop those skills; attentive to new technology and able to implement new technologies when needed.
- **Creativity and Innovation:** Generates new ideas; makes new connections among existing ideas to create fresh approaches; takes appropriate risks in pursuit of innovation; learns from mistakes; exercises good judgment about which creative ideas and suggestions will work.
- **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self as resource to other members of the team; understands and supports the importance of teamwork; shares credit for successes with others, takes responsibility for their part in team failures.