

# Connections Coordinator Job Description

## ***Reports To***

Executive Director

## ***Purpose***

Coordinate Love INC Clearinghouse activities by connecting area church ministries and volunteers to neighbors in need seeking assistance. Receive & connect opportunities for the local body of Christ to share His love, mercy & provision through service as His hands & feet to struggling community residents.

## ***Responsibilities***

### **Neighbor in Need Care:**

- Equip reception volunteers to answer incoming calls and listen compassionately to callers reaching out for help.
- Gather and record vital information regarding neighbor's expressed needs and root causes in order to understand and serve the whole person (physical, emotional, relational, & spiritual spheres) not just the need expressed.
  - Conduct intakes of new callers as needed.
  - Recruit, train, and supervise intake volunteers as needed.
- Verify all information relevant to meeting the neighbor need.
- Maintain client confidentiality.
- Review information gathered by volunteers during the intake and analyze.
- Determine how to resource neighbor needs and ensure needs to be referred are manageable and specific.
- Connect neighbor to church and/or church volunteer to meet needs and begin care relationship. (Refer to specific agencies as appropriate.)
- Conduct follow-up calls to neighbor's and ministries/individuals serving.

### **Administrative:**

- Maintain accurate client records.
- Maintain accurate records of agency services and maintain referral relationships.
- Maintain accurate records of church ministries and volunteer applications.
- Maintain referral relationships with Love INC partner churches, church ministries, and support Church Ministry Coordinators/Love INC Ministry Coordinators.
- Keep volunteer time records.
- Produce Clearinghouse activity reports.

## ***Qualifications***

1. Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
2. Discernment, non-judgmental attitude and the ability to listen, empathize, and accept others.
3. Healthy, professional boundaries.
4. Good telephone and communication skills; proficient in Microsoft Office or similar programs
5. Ability to work independently and cooperatively; reliability and dependability.