

Job Description: Manager, Resource Center



General Description

This position will be responsible for:

- † Leading, managing, and holding staff accountable, service administration, discipleship and evangelism, client experience, resource referral, and client development within the Well Resource Center.

Well Core Values

The qualified candidate will be aligned with the Well's Core Values:

<p>1. Jesus Centered</p> <ul style="list-style-type: none"> <input type="checkbox"/> Proclaims Jesus as Lord and Savior <input type="checkbox"/> Spends time in the Bible <input type="checkbox"/> Follows spiritual disciplines (study, prayer, fasting, fellowship, worship, confession, personal reflection, Sabbath, service, solitude, submission, giving) <input type="checkbox"/> Offer prayers for the ministry, those we serve, and teammates <input type="checkbox"/> Seeks Jesus in our personal journey <input type="checkbox"/> Celebrates that my personal journey with Jesus is unique to me 	<p>2. Servant Hearted</p> <ul style="list-style-type: none"> <input type="checkbox"/> Displays the Fruits of the Spirit (love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control) <input type="checkbox"/> Supports others by putting their interest ahead of our own <input type="checkbox"/> Lends a hand when it is needed <input type="checkbox"/> Helps others even when it is uncomfortable
<p>3. Relational</p> <ul style="list-style-type: none"> <input type="checkbox"/> An active listener who is present in the moment <input type="checkbox"/> Willing to step toward a new relationship and engage with people not like us <input type="checkbox"/> Gets to know teammates (families, gifts, etc.) <input type="checkbox"/> Speaks positively about and encourages teammates <input type="checkbox"/> Builds others up and spurs teammates on in ministry <input type="checkbox"/> Believes the best in others 	<p>4. Kingdom Minded</p> <ul style="list-style-type: none"> <input type="checkbox"/> Has the eyes to see individuals and how God created them <input type="checkbox"/> Unshockable in what the world throws at us <input type="checkbox"/> Focuses on God's glory with an eternal mindset <input type="checkbox"/> Has a goal of advancing the gospel on earth and reaching the lost <input type="checkbox"/> Willing to partner with other kingdom minded organizations
<p>5. Passionate for the Ministry of the Well</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sees role within the ministry as a calling <input type="checkbox"/> Stands firm in ministry and unshakeable in the day <input type="checkbox"/> Advocates for the mission through words and actions <input type="checkbox"/> Holds teammates accountable to the mission <input type="checkbox"/> Moves forward as a united team when a decision is made 	<p>6. Growth Minded</p> <ul style="list-style-type: none"> <input type="checkbox"/> Has a desire to be a life-long learner <input type="checkbox"/> Open minded and seeks to understand the perspective of others <input type="checkbox"/> Recognizes that personal growth feeds organizational growth <input type="checkbox"/> Recognizes that the way things are is not how they will be and is open to change <input type="checkbox"/> Has the courage to step forward into the new and unknown

Desired Spiritual Gifts (1 Corinthians 12:1-31; Romans 12:1-21)

- † **Serving:** A focus on meeting needs, both in those we serve and those that serve alongside us
- † **Leadership:** Able to lead others by example with clear direction and wisdom
- † **Hospitality:** To warmly welcome people to better serve those in need
- † **Evangelism:** The ability by the Holy Spirit to clearly and effectively communicate the Gospel of Jesus Christ to others
- † **Mercy:** Patient and compassionate toward those who are suffering or afflicted.

Key Areas of Responsibility

1. LMA (Lead/Manage/Accountable)
 - Takes ownership in providing positive accountability for the Resource Center to remain true to the mission and vision of the ministry including maintaining an eternal big picture Kingdom mindset. Holds team members accountable to the Well Leadership Covenant.
 - Leads Resource Center operations to ensure that established processes and procedures are carried out to maintain effectiveness and efficiency of operations.
 - Focuses on providing effective communication to Resource Center team members to ensure all team members are aligned with the ministry mission and to provide clarity and direction when questions arise.
 - Ensures Resource Center team members engage in mission-focused development and training opportunities to help each team member grow and have the skills & abilities needed to provide effective services.
 - Ensures Resource Center team members understand poverty culture including the value and belief systems of those that have experienced generational and/or situational poverty.
2. Services Administration
 - Ensures Resource Center provides established services effectively and efficiently.
 - Displays organizational skills and utilizes technology effectively to carry out Resource Center operations.
 - Provides oversight to ensure that navigating Resource Center services is not confusing for clients, and that Resource Center communications are clear and straightforward to clients.
3. Discipleship/Evangelism
 - Displays a passion for sharing the gospel with all people that engage with the Resource Center including strangers and those the Resource Center has developed relationship with. Shares individual faith story in natural and authentic ways.
 - Leads by example and encourages Resource Center team members to be in prayer in all things and to intentionally provide prayer for those engaging with the Resource Center.
 - Creates a culture for Resource Center team members to focus on the spiritual disciplines to keep Resource Center team members spiritually healthy to carry out the ministry mission.
 - Maintains Resource Center alignment with the Well's faith statement.
4. Client Experience
 - Leads Resource Center team with a key focus on hospitality by creating a welcoming, positive, and safe environment for all those that engage with the Resource Center.
 - Creates a culture for Resource Center team members to build relationships by being ready and willing to engage with all those that come to the Resource Center including those that are

different. Creates this by promoting an attitude of active listening and learning, by being present and available in the moment, by providing genuine encouragement and by being free of judgement or shame.

- Ensures that all Resource Center team members maintain client confidentiality at all times.

5. Resource Referral

- Understands resources already available in the community and actively seeks out new resources in the community where resource gaps for clients are identified.
- Builds relationships with community resource partners and actively participates in community resource partner groups.
- Identifies if resource gaps are best filled internally with Well services or externally to a community partner.
- Ensures Resource Center refers clients to partner organizations effectively and efficiently.

6. Client Development

- Ensures the Resource Center team focuses on seeing the God given potential in all those that engage with the Resource Center and focuses on client development within that by providing grace and encouragement, providing discipleship, providing advocacy, utilizing motivational interviewing, utilizing coaching, providing positive accountability, and speaking truth.
- Works with Resource Center team to engage with clients to focus on long-term stability by utilizing established tools such as development plans, life skill stability plans, etc.
- Works with local churches, community organizations, volunteers, and individuals in the community to facilitate building positive support systems, social capital, and connections for clients.