



## Job Description: Care Coordinator

### General Description

This position will be responsible for:

- † Delivering client experience in the Resource Center, engaging clients in their development, providing Discipleship and Evangelism to those we serve, resource referral, and administrating services.

### Well Core Values

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

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

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

- † **Leadership:** Able to lead others by example with clear direction and wisdom.
- † **Mercy:** Patient and compassionate toward those who are suffering or afflicted.
- † **Evangelism:** The ability by the Holy Spirit to clearly and effectively communicate the Gospel of Jesus Christ to others.
- † **Discernment:** Has the ability to distinguish, discern, judge or appraise a person, statement, situation or environment.
- † **Shepherding/Teaching:** Cares for the spiritual well being of those being served.

## Key Areas of Responsibility

### 1. Client Experience

- Focuses on providing hospitality by creating a welcoming, positive, uplifting, respectful, and safe environment for all those that engage with the Resource Center. Maintains a posture of being people focused first and task focused second.
- Focuses on building relationships by being ready and willing to engage with those experiencing difficult life situations and those that have different experiences, mindsets, values, and ways of doing things. Displays a mindset of active listening and learning, and focuses on being present and available in the moment. Offers hope, provides genuine encouragement, and contributes to an environment that is free of judgement and shame.
- Understands poverty culture including the value and belief systems of those that have experienced generational and/or situational poverty.
- Maintains client confidentiality at all times by utilizing poise, tact, and diplomacy around situations with sensitive and confidential information.

### 2. Client Development

- 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.
- Engages with clients to focus on long-term stability by utilizing established tools such as development plans, life skill stability plans, etc.
- Works with clients to build social capital, positive support systems and connections through local churches, community organizations, businesses, volunteers, and individuals in the community.

### 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 with clients.
- Focuses on being in prayer for all things and intentionally provides prayer for those engaging with the Resource Center.
- Focuses on the spiritual disciplines to remain spiritually healthy to carry out the ministry mission.
- Maintains individual alignment with the Well's faith statement.

### 4. Resource Referral

- Understands resources already available in the community and identifies resource gaps in the community. Works with Resource Center team to best understand how to eliminate identified resource gaps.
- Builds and maintains relationships with community resource partners.
- Refers clients to partner organizations effectively and efficiently.

### 5. Service Administration

- Provides established Resource Center services effectively and efficiently for clients with appointments and clients that are walk-ins.
- Displays organizational skills and utilizes technology effectively to carry out duties including client interaction documentation and client follow up.
- Ensures that navigating Resource Center services is not confusing for clients, and that Resource Center communications are clear and straightforward to clients.