

Lead Care Coordinator

Pay: \$22/hr.

Hours: Full-Time

Do you recognize value in walking alongside those struggling to overcome challenges? We create a space for people to explore, connect, and experience the love of Jesus that leads to transformation and stability in life. We are an entrepreneurial Christian organization that collaborates with people and communities willing to participate in their own transformation. Your individual skill and talents are important to us and add value to the team!

Job Duties:

- Leading and managing the Resource Center operations, delivering client experience in the Resource Center, engaging clients in their development, providing discipleship and evangelism to those we serve, resource referral, and service administration.
- Engaging with clients to focus on long-term stability by utilizing established tools such as development plans, life skill stability plans, etc
- Utilizing Motivational Interviewing to assist clients in discovering root issues and developing plans for moving forward
- Focusing on being in prayer for all things and intentionally provides prayer for those engaging with the Resource Center
- Working with clients to discover beneficial social programs to assist with their stability journey
- Building and maintaining relationships with community resource partners.
- Understanding resources already available in the community and identifying resource gaps in the community, and how to eliminate identified gaps.

Job Requirements:

- Ability to maintain client confidentiality at all times by utilizing poise, tact, and diplomacy around situations with sensitive and confidential information
- Focus on providing hospitality by creating a welcoming, positive, respectful, and safe environment for all those that engage with the Resource Center.
- Display organizational skills and utilize technology effectively to carry out duties including client interaction documentation and client follow up
- Willingness to learn poverty culture, including the value and belief systems of those that have experienced generational and/or situational poverty
- Maintain a posture of being people focused first and task focused second
- Maintain individual alignment with the Well's faith statement.
- Ability to coordinate volunteer recruitment, training, and scheduling within the Resource Center.
- Ability to plan, develop, and deliver quality group programming for clients.

Qualifications:

- 4 years of previous experience in advocacy/case management/care coordination required
- Prior experience working with individuals navigating social welfare programs required
- Ability to lead prayer with clients in individual settings

Perks of The Well:

- Sabbath days - extra rest outside PTO
- Time for spiritual development
- Career advancement opportunities
- Career skill development
- Christian community providing and receiving prayer
- Food, fellowship and fun to celebrate team member milestones

About The Well

At The Well, we know that people want to overcome the challenges they face in life, and for that to happen, they need a local place to get the help they need. The problem is, knowing and navigating available resources is complex, which leaves people feeling stuck and overwhelmed. They shouldn't have to do it on their own. We get it. It can be hard to know what to do or where to turn when life gets tough. That's why for over a decade, we've helped more than 4,000 people overcome life's barriers by collaborating with 300+ partners.

Our team welcomes and learns about each person's situation and needs. Together, we explore options and take steps to help people stabilize their resources, while getting at the root cause of the issue at hand. Because change is a journey, we will continue to partner with our clients in the weeks and months to come.

Offering Help and Hope