



Connection Center Coordinator Job Description Love INC of Wayne County

Love INC's Mission:

To mobilize local churches to transform lives and communities, In the Name of Christ

Position Purpose:

To oversee the Love INC of Wayne County Connection Center, the heart of the ministry and entry point into relationship between our partner churches and struggling neighbors, by:

- Developing and leading a team of volunteers from our partner churches to discover and verify the needs of our struggling neighbors.
- Educating volunteers on the philosophy of Redemptive Compassion and how it is implemented in the Connection Center.
- Evaluating each neighbor's situation and connecting them in a timely manner to community, partner church, and/or other Love INC ministries, as appropriate, using prayer and discernment.
- Being a point person for partner churches and community agencies looking to connect clients with Love INC
- Ensuring the love of Christ is reflected to all we serve and all who volunteer, in accordance with Love INC's Six Core Principles of Redemptive Compassion.

Expected hours & days:

- Part Time, average of 15-20 hours per week.
- Days & Hours are flexible & may vary. (Current Hours: Tues-Thurs, 9am-3pm)
- Weekend or weekday evening times may be needed from time to time, based on ministry needs.

Reports to:

Executive Director

Key Responsibilities:

1. Oversee/manage day-to-day Connection Center operations
 - a. Maintain a professional, organized, and welcoming atmosphere for all who visit and call
 - b. Successfully place volunteers into Connection Center roles, based on discerning where their God-given talents and skills can be best utilized
 - Oversee volunteer schedule, track vacations and absences, scheduling in substitute volunteers when possible
 - c. Train, lead, and coach Connection Center volunteers in:
 - Answering incoming calls and listen compassionately to callers
 - Accurately assessing neighbor situations by gathering and recording vital information regarding neighbor's expressed need(s) and root causes
 - Providing accurate resource referrals for struggling neighbors
 - Conducting follow-up calls to neighbors or other related parties to verify the need(s) and/or to provide status updates
 - Maintaining confidentiality of our neighbors
 - Maintaining appropriate boundaries
 - Appropriately following Love INC ministry processes, including use of database and paper records
 - d. Review each neighbor's situation in a timely manner and, using prayer and discernment, connect their basic needs into community, partner church, and/or other Love INC ministries or bring more difficult cases to the Discernment Team, as appropriate
 - e. Maintain accurate neighbor records, paper and/or electronic
 - f. Provide regular Connection Center activity reports to Executive Director & Board
 - g. Engage in training sessions as outlined by Executive Director and Love INC National
2. Lead the Discernment Team
 - a. Present neighbors with verified deeper needs to the team, including their background and connections already made
 - b. Join in team prayer and discussion to determine the most effective ways to resource appropriate support for and engagement by our neighbor, ensuring situations are manageable, specific, and prioritized
 - c. Maintain accurate records of partner church ministries and community programs as resources to support Love INC client situations

3. Build relationships to support the ministry and mobilize local churches to serve
 - a. Actively engage in recruiting Connection Center leaders and volunteers within our partner churches, in partnership with Executive Director
 - b. Identify Connection Center leaders and volunteers, then train, lead, and develop to serve with excellence
 - c. Partner with Love INC churches (pastors, key staff and volunteer leaders) as a resource related to overall Connection Center process, client intakes, and referrals
 - d. Participate in meetings with pastors, agency representatives, community leaders, and others to listen to community needs and share Love INC's ministry vision. These meetings may be at the Love INC office or at an off-site location.
4. Other duties as assigned by the Executive Director.

Qualifications:

1. Personal relationship with Jesus Christ and actively involved in a church
2. In agreement with the Love INC Statement of Faith & Apostles' Creed.
3. In agreement with the Love INC Six Core Principles of Redemptive Compassion
4. High level of discernment, non-judgmental attitude and the ability to listen, empathize, and accept others
5. Ability to make quick decisions to make the right connections for our neighbors
6. Demonstrated ability to successfully lead, train, and coach a team of volunteers
7. Comfortable praying with people and leading a team in prayer
8. Ability to remain flexible and adaptable in a growing and changing environment
9. Strong team player, with the ability to work independently and cooperatively
10. Solid office skills, including:
 - a. Solid overall communication skills, including clear written and telephone communication
 - b. Strong organizational abilities
 - c. Solid working knowledge of (or interest & ability to master) software that may be used in the operation of the connection center (Google products, CoolFocus and future software improvements)
11. Ability to maintain healthy, professional boundaries
12. Reliable and dependable