



JOB DESCRIPTION: CLIENT RELATIONS COORDINATOR

EMPLOYEE STATUS

Part time, approximately 18-20 hours/week; reports to the Operations & Resource Manager or, in absence thereof, to the Executive Director.

SUMMARY OF POSITION

This position oversees the interview and intake of residents into the My House Ministry program as well as managing the volunteer program which supports the residents of MHM.

CLIENT RELATIONS COORDINATOR DUTIES

Conducts intake interviews of potential residents, with or without involvement of other staff as deemed warranted.

Supervises residents moving into or out of homes, with discretion to delegate to or involve other staff as deemed warranted.

Helps create a hospitable environment for all My House Ministry residents.

Create and manage the My House Ministry Alumni Group comprised of former program residents.

Develop a comprehensive volunteer program for My House Ministry. The program should include identifying specific volunteer needs, creating an application and vetting process, and training volunteers.

Create a marketing and recruiting plan for the volunteer program. This should be done in collaboration with other MHM marketing.

Document volunteer information and participation in MHM database (Bloomerang)

Collaborate with all members of the MHM Care Team to understand the My House Ministry three-year, holistic program and provide the needed volunteer resources.

Schedule, train, and host volunteers at MHM events

Plan and host celebration events at the MHM houses for MHM residents

Participates in on-call rotations with other staff for emergencies.

ADDITIONAL DUTIES

Attends staff meetings and/or additional training as requested by Board of Directors or Executive Director;

Assists Board of Directors and/or Executive Director with other MHM tasks as requested.

QUALIFICATIONS AND SKILLS

A bachelor's degree or equivalent is preferred. Ideal areas of study include social work, psychology, education, social service, business, marketing.

Experience working with underserved populations, victims of trauma, abuse and addiction and a strong ability to advocate for and provide support to women in crisis preferred but not required.

Proficient computer knowledge and skills (Office 365, Google, Bloomerang).

Excellent communication and time management skills, including the ability to work independently and efficiently with minimal supervision.

Excellent interpersonal relationship skills with strong and mature conflict resolution skills.

Demonstrated integrity and trustworthiness.

Demonstrated faith in the Kingdom of God, Jesus Christ as Lord and Savior, and the Holy Spirit, and a strong passion to live out these beliefs as God directs and share them to help women in need.

EEO POLICY

My House Ministry is an equal opportunity employer. The organization celebrates diversity and is committed to creating an inclusive environment of mutual respect for all employees, volunteers and residents.

JOB DESCRIPTION UPDATED: May 2022

Learn about My House Ministry at myhouseministry.org