



Job Title: Community Care Case Coordinator (Full Time)	Location: 326 N. Ferry St., Grand Haven
Reports to: Director of Community Care	Date Prepared: November, 2024

Overview:

The Community Care Case Coordinator assists with the oversight and implementation of Love in Action Community Care ministries and networks with all Love in Action programs. As a member of the Community Care Team, this position is highly relational and includes overseeing Community Care client case needs and providing backup for other Community Care Team members. The Community Care Case Coordinator also engages with clients, volunteers, churches, various partnering ministries and outside agencies to ensure the smooth provision of services.

Primary Duties and Responsibilities:

- Connect with clients in person, over the phone or web; this includes emergent client needs
- Empower clients to take their next best step; assist and serve as a liaison between client and other departments/ministries/volunteers as needed
- Manage volunteer needs as assigned; includes daily support and engagement, scheduling volunteers, and collaboration with our team of volunteers
- Manage partner ministry scheduling and support needs
- Serve as primary case manager and manage files for assigned ministries
- Create and complete various administrative tasks
- Assist & Maintain accurate database – process and verify client files on a daily basis
- Prioritize and advocate for Community Care needs during collaboration across Love in Action
- Work with the Community Care Team to ensure that the best resources and services are advised
- Prepare weekly and periodic reports for the Director of Community Care
- Open and close the department of Community Care as assigned
- Facilitate special projects as assigned
- Meet periodically with the Director of Community Care for goal-setting and accountability

Additional Duties and Responsibilities:

- Have a strong understanding of all roles under Community Care in order to provide backup to any necessary area of Community Care as directed
- Establish and build supportive, nurturing relationships with clients; ensure that those requiring assistance are valued and assisted in a timely manner
- Manage spreadsheets and be able to handle cash
- Encourage and pray with clients
- Attend and help facilitate trainings as assigned
- Promote the organization’s vision and mission

Essential Qualities, Skills and Abilities:

- Believer in Jesus Christ as Savior and Lord, evidenced by character traits
- Adaptable to a fast-paced, dynamic work environment with a flexible team oriented “can do” attitude
- Self-motivated and accountable while displaying strong problem-solving and discernment skills
- Others-focused as demonstrated in good listening skills and encouraging others to serve
- Model Love in Action values and culture striving for excellence in services provided
- Heart for asset-based development
- Have a community-building mindset both within Community Care and across Love in Action
- Skilled in leadership and time management
- Exhibit strong planning, coordination and organizational skills; provide accurate documentation, be detail-oriented and able to execute the plan
- Strong written and verbal communication skills
- Computer skills necessary: Proficient in Microsoft Office, Outlook, database and web navigation
- Experience in faith-based, non-profit social services or relational ministries

Hours and Compensation:

- This is a hourly position requiring 35-40 hours per week
- Bi-weekly pay schedule
- Paid Time Off according to the LIA Employee Handbook
- Eligible for Simple IRA after one year