

Adapted: August 16, 2022

Revised: October 4, 2023



Job Description

Connection Center Coordinator

Position Description

Part-time, Hourly, 15 hrs. a week

Hours: 8am-1pm M/T/W or 8am-1pm W/Th/F

Competitive hourly wage commensurate with experience

Background check before hire

Probationary Period: 90 days or less from date of original hire

Reports To: Care Network Executive Director

Care Network Overview

Care Network connects those individuals in need to a faith family, providing a way for the Church to make significant long-term and even eternal differences in the lives of people in our community. This is accomplished through our Connection Center where referral calls are verified, and a manageable, unduplicated care plan is created through both community resources and unique church resources.

Connection Center Coordinator (CCC) will manage incoming Care Network calls for the purpose of gathering information about the caller's needs, possible root causes of those needs, and praying with clients over the phone. CCC, along with Connection Center Volunteers (CCV), will be responsible for verifying intake information with applicable sources, and develop a care plan to communicate back to the referring church or agency. CCC will also be responsible for coaching CCVs, collaborative training, relationship building and communication with partner churches and community services (agencies, ministries, resources).

Connection Center hours are 9:30a-12:30a M-F.

Hours: 8am-1pm M/T/W or 8am-1pm W/Th/F (flexible)

Skills/Qualifications

- Excellent communication skills
- An understanding and commitment to a transformational process for clients, churches, and volunteers
- Self-motivated, dependable, and responsible
- Ability to multi-task and work with multiple interruptions
- Working knowledge of Microsoft Office, Word, Excel, Outlook, and the ability to learn and use other computer programs
- Strong commitment to prayer
- Ability to collaborate with others and work as a team
- Strategic thinker, problem solver

Adapted: August 16, 2022

Revised: October 4, 2023



Examples of Essential Work

- Answering referral calls requesting help or services, listening to their story without bias, responding with compassion, discernment through prayer and question asking, exploring possible root causes of needs.
- Following scripted intake procedure while also applying appropriate “common sense” questions to gather as much information as possible. Making calls to verify information i.e., employer, landlord, agencies, case worker, family members, etc.
- Listening with care to CCV calls to assure professionalism, consistency, and encouragement.
- Data entry to include all pertinent statistics for the Connection Center.
- Initiate communication with partner churches and agencies, updating information, relationship building and servant leadership.
- Continue to build community resource information through research and discovery
- Lead short morning devotional and prayer with Connection Center team

Other Requirements

High school diploma or GED required

Previous Connection Center or consultative skills preferred

Agree with and be willing to uphold the Statement of Faith and the policies of Care Network.

For more information about this position or to schedule an interview, please contact

Trisha Sellers, Executive Director, 319.378.0337 or

Email letter of inquiry and resume to: TrishaS@CareNetwork.org