



Resource Center Care Coordinator

The Resource Center Care Coordinator supports the success of the ministry by helping to ensure better client outcomes and satisfaction. They act as critical advocates, guides, and support clients and families who are facing high crisis needs associated with unplanned pregnancy, trauma, homelessness, substance use, criminal background, etc. The Resource Center Care Coordinator acts as the central hub for the agency, connecting various resources, to support streamlined services for clients.

REPORTS TO: Director of Family Services

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Accountable for client information and statistics related to resource and educational service lines.
- Develop, implement, and maintain care coordination that supports the mission of providing opportunity for life-change for each client (i.e. abortion healing, pregnancy testing, STD testing, ultrasounds, crisis intervention, clinical services, life-skill training, curriculum, healthy relationships, and effective parenting, etc.).
- Oversee and track all statistics related to the case work for clients (admissions, documentation, and monthly life-skills scores on each).
- Develop and implement individualized care plan for each case management client. Each client is encouraged, evaluated, and held accountable for progress on their care plan through weekly or bi-monthly meetings.
- Monitor and maintain clinical compliance in coordination with nurse manager
- Assess and build assessing and building the competencies, logistical flow, and procedures that impact the overall client experience, insuring the greatest possible positive impact toward our mission
- Partner with other staff to maintain relationships with other agencies and individuals in the community related to the day-to-day operation and growth of the programming (i.e. doulas, mentoring moms programs, volunteer

opportunities, partner employers, adoption agencies, pregnancy help centers, schools, counselors, juvenile court officers, Dept. of Human Services, etc.).

- Have the ability to cover any role within the clinic and educational buildings as needed and required by this position
- Attend staff meetings and prepare to share a report of area of oversight.
- Attend monthly one-on-one meetings with Director of Family Services to review questions, concerns, exchange feedback, celebrate accomplishments, and identify needed support in your role.
- The learn the AGAPE way of Spirit Led Conversations based on the God-space book, scripture, and the life and example of Jesus Christ for all volunteers to be onboarded, in-service bi-annually, and coached with a consistent model of leading with love, grace, care, and mercy as we meet individuals where they are and desire to point them toward a loving and caring Savior
- Maintain open communication, professionalism, and respect of all staff at all times via e-mail and scheduled meetings.
- Ensure that ongoing communication is being done to allow follow up and 360 degree communication
- Follow the ongoing model of continuous delivery (development, integration, testing, deployment, monitoring, feedback) to ensure that we are always expanding and improving how we serve our clients

Job Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- Agree with and be willing to uphold the Statement of Faith and adhere to the policies of the center.
- Have a bachelor's degree in human services, education, and/or bilingual studies. Experience and years of related work can be substituted for educational criteria.
- Have two years of experience in human services or professional setting comperable to role.

- Be able to provide spiritual leadership, discipleship, and support to the clients and fellow staff.
- Highly organized, thorough, and detail-oriented
- A professional demeanor and the highest level of discretion is essential in the management of confidential information
- Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage people with minimal guidance
- Ability to multi-task, learn new processes quickly, and collaborate with others giving priority to following-through and producing overall quality work
- Bi-lingual candidates encouraged to apply.

ADDITIONAL INFORMATION

Starting date: Effective as soon as filled.

Starting wages: Compensation is based on a 35-hour work week and will range from \$20.50-22.50/hr.

Job hours: This position requires 35 hours per week M-W 8-4 and Th 8-7. Occasional evening or weekend hours may be necessary for special events.

Confidentiality: This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.

Signature of Resource Center Care Coordinator

Date

Signature of Director of Family Services

Date