



Care Coordinator

The Care Coordinator supports operations, programming, and related team members within resource center operations of AGAPE. The ideal person for this position is highly-motivated with strong organizational, interpersonal, leadership, and development skills. This individual will coach and lead patients in providing life-changing opportunities to the women, men, and children we serve. This position is challenging, requiring diverse skills and strong multi-tasking abilities. This position should have a background/degree in social services or human services. This individual must be able to filter all leadership through a strong personal faith and advocacy for the preservation and sanctity of all life. We are looking for an enthusiastic, committed individual, who is excited to join and cultivate a hard-working team.

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 client services (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 compliance in all operations
- 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 resource building 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 the Resource Center Team Lead to review questions, concerns, exchange feedback, celebrate accomplishments, and identify needed support in your role.
 - Spiritual leadership and oversight of the daily operations of client services is required by every individual at all times
 - The support the training and continually educate volunteers/staff on our manual named 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:

Required

- 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 bachelors in human services. Experience and years of related work can be substituted for educational criteria.

- Have two years of experience in human services, preferably with management experience or equivalent.
- Be able to provide spiritual leadership, discipleship, and support to the volunteers 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

Additional Information:

Starting date: Effective on (DATE)

Starting wages: Compensation is negotiable based on experience

Job hours: This position requires 35 hours per week and during operational hours. 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 Care Coordinator Date

Signature of Executive Director Date

