

Resource Center Coordinator

30 hours per week

Resource Center Coordinator reports directly to Executive Director

Proficient in Microsoft Office

Excellent writing and communication skills

Reliable, Dependable, Able to work independently

Database experience preferred

Personal relationship with Jesus Christ and active involvement in a local church

Resource Center Volunteers

- Regularly encourage volunteers in the philosophy of Redemptive Compassion and implementation
- Train and mentor Resource Center Volunteers in the details of their position
- Identify and address any questions, issues, or problems with volunteers

Client Cases

- Oversee client cases from intake to reporting
- Review cases daily for progress and discern needs accordingly
- Work in tandem with Academic Coordinator on appropriate cases
- Handle difficult client calls, and intervene as necessary

Phones

- Respond to all Resource Center phone messages and direct calls to volunteers
- Supervise volunteers in managing client calls

Resourcing

- Equip volunteers with the appropriate referrals to community agencies and organizations
- Work closely with staff and volunteers who manage the Gap Ministries and/or Church resources
- Keep Resource Database up to date in tandem with Gap Ministries Coordinator

Church Relationships

- Communicate with church pastors and leaders about clients when appropriate
- Clarify and verify information with church

Agency Relationships

- Nurture and create relationships with appropriate community agencies
- Conduct informational meetings in-house or on-site when requested and appropriate
- Attend agency meetings

Love INC Programs (training provided)

- Casebook (Client Case Management)
- Microsoft 365
- Zoom
- UniteUs
- Bloomerang
- CarePortal
- Asana
- Redemptive Compassion and Love INC training



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216-459-0405
<http://loveinccuyahoga.org>

Submit resume & cover letter to info@loveinccuy.org.