

Position: Casework Connections Coordinator
Reports to: Executive Director
Hours: Part-time: 30-32 hrs per wk over 4-5 days/wk
Department: Connections



Summary of Responsibilities:

The Casework Connections Coordinator serves to connect Christian churches and their members with opportunities to serve in the community. This Connections position will play a key role in coordinating and connecting volunteers with service opportunities in the community, assist with the intake of new VIS Friends (clients) and new ministry requests, home visits (as needed), and conduct all follow-up associated with the connections they make. They will also assist with the onboarding of new church volunteers.

Mission Statement:

To empower Christians to join Christ's work in their community for the purpose of building God's kingdom

Qualifications:

- A strong commitment to Christ and to serving Him through word and deed in a ministry setting
- Possesses personal qualities of warmth and sensitivity, assertiveness, flexibility, self-organization, and an ability to make sound decisions
- Effective active listening, verbal and written communication skills
- Possesses the ability and desire to be a team player working to fulfill the mission of VIS
- Possess the ability to interact effectively and empathically with a wide variety of people, handling highly sensitive material in a confidential manner
- Proficient in Microsoft Office, Google Suite, & Salesforce
- Excellent organizational skills, attention to detail, and ability to multi-task
- Working knowledge of community resources and experience in nonprofit case work preferred
- Active member of a GR area Christian church
- College degree preferred

Responsibilities:

1. Assist with the receiving of initial intake of new client information and new ministry requests via phone and/or email and identify time sensitive needs
2. Enter new clients and ministry requests into the software system: Salesforce
3. Draft and mail client letters to new VIS Friends
4. Maintain ongoing tracking and appropriate documentation through VIS' intake process for all referrals
5. Contact churches and volunteers from churches to connect them with VIS Friends for all types of ministry requests.
6. Provide support and guidance to volunteers who have concerns or are experiencing difficulties with their volunteer experience
7. Conduct follow-up communication with VIS Friends (clients), churches, and volunteers
8. Maintain ongoing case notes and update client and volunteer information in Salesforce as needed
9. Assist with the onboarding of new church volunteers interested in connecting with service opportunities
10. Provide impact stories for use in newsletters, appeal letters, etc.
11. Other duties as deemed necessary in assisting the staff in reaching VIS's mission

Compensation: This is a part-time position. This is an "at will" position. This job description is subject to change.