



# CARE COORDINATOR

## Job Description

### **OBJECTIVE**

The Care Coordinator will provide compassionate and confidential care for the New Hope Church family and neighbors by facilitating organized support from the Care Ministries and NHC staff teams with the goal of pointing people toward Jesus as their basic, spiritual, emotional and mental health needs are met.

### **SCOPE**

- Full-Time // Exempt
- Care Ministries Staff // Reports to Executive Director

### **RESPONSIBILITIES**

#### **NHC Staff**

- Be a champion of NHC's vision, leadership and ministries
- Work collaboratively with other NHC ministry leaders to cultivate partnership and effectiveness
- Participate and invest in NHC staff community
- Embrace any additional opportunities as assigned to contribute to NHC's ministry impact

#### **Care Ministries**

- Provide basic prayer and encouragement to clients, extending the compassionate love of Christ to each one
- Manage communications received through the Care Ministries main phone number and email address by delegating clients to appropriate Care team members, utilizing Care Director's support when appropriate
- Maintain communication records in order to steward time and ministry resources well
- Provide and coordinate visitation to individuals that are hospitalized, homebound, in hospice care or chronically ill in collaboration with Visitation Pastor
- Recruit, train and monitor a team of Health Ministry volunteers to assist with visitations, PERT team, nurse visits, warm meals and other health ministry services
- Work with Visitation Pastor to provide appropriate care to NHC members and families
- Adminstrate Care & Love benevolence fund by processing and documenting inquiries, referring to Executive Director for decision and following up with client
- Review pastor on call reports and follow up or redirect as needed
- Support NHC families that have lost a loved one by overseeing funeral arrangements including responding to inquiries, training and assigning funeral coordinators, upholding NHC policies and communicating with necessary NHC staff members

### **PROFILE OF PREFERENCE**

- Growing relationship with Jesus and alignment with NHC's Statement of Faith
- Committed to NHC as a local church and eligible for church membership
- Strong administrative, organizational and communication skills
- Collaborative, relational and detail-oriented
- Commitment to confidentiality
- Compassionate discernment and sensitivity