

Connection Center Coordinator



Reports To: Executive Director

Purpose: Coordinate Love INC Connection Center activities.

Position Summary

The Connection Center Coordinator serves as the welcoming first point of contact for neighbors seeking help through Love INC. This position coordinates the daily operations of the Connection Center, mobilizes and supports volunteers, and helps connect individuals and families to churches, community resources, and transformational opportunities with compassion, dignity, and Christ-centered care.

This is a part-time, mission-forward, client-facing position that requires strong organization, relational skills, discernment, and a heart for ministry.

Responsibilities

Mission & Ministry

- Represent the mission, vision, and values of Love INC in all interactions.
- Demonstrate Christlike compassion, hospitality, and professionalism with neighbors, volunteers, churches, and community partners.
- Promote relational ministry rather than transactional assistance.
- Encourage prayer, encouragement, and redemptive support opportunities when appropriate.

Volunteer Coordination

- Recruit, train, equip, and encourage Connection Center volunteers.
- Educate volunteers on the philosophy of Redemptive Compassion and its application within the Connection Center.
- Foster a healthy, welcoming, and mission-focused volunteer culture.
- Provide coaching, troubleshooting, and support for volunteers during client interactions.
- Identify and address volunteer questions, concerns, or challenges.
- Coordinate volunteer scheduling, vacations, absences, and substitute coverage when possible.
- Conduct onboarding and periodic reviews for volunteers.

Client Care & Case Coordination

- Oversee the flow and documentation of neighbor requests and intake files.
- Review requests daily for accuracy, progress, follow-up, and appropriate next steps.
- Discern appropriate community, church, ministry, and agency resources for each situation.
- Collaborate with staff and volunteers regarding gap ministries and church resources.
- Assist with complex or sensitive client situations as needed.
- Handle difficult client calls and provide support to volunteers when challenges arise.
- Communicate directly with clients when clarification or additional support is needed.
- Maintain accurate records, statistics, and follow-up documentation.
- Ensure confidentiality and professionalism in all client communications.

Communication & Phones

- Monitor and respond to Connection Center phone messages.
- Support and supervise volunteers in managing client voicemails and requests.
- Maintain timely and professional communication with clients, churches, volunteers, and community partners.

Resource Coordination

- Connect neighbors with appropriate resources, agencies, churches, and organizations.
- Assist with voucher distribution and gap ministry coordination when appropriate.
- Collaborate with Love INC staff and volunteers to ensure effective care and resource coordination.

Transformational Programs

- Discern when referrals to transformational programs are appropriate.
- Coordinate intake and follow-up related to transformational programs.
- Collaborate with the Transformational Program Coordinator regarding referrals and communication.
- Monitor completion of intake materials and file documentation.

Church Relationships

- Communicate appropriately with church leaders regarding shared client situations.
- Clarify and verify information with churches when needed.
- Help strengthen relationships between Love INC and partner churches.

Administrative Responsibilities

- Maintain organized, accurate, and up-to-date records and statistics.
- Keep workspaces and common areas clean and professional.
- Participate in staff meetings and ministry collaboration.
- Perform other duties as assigned.

Qualifications

- Growing personal relationship with Jesus Christ and agreement with the Apostles' Creed.
- Passion for serving people with dignity, compassion, and respect.
- Strong organizational and administrative abilities.
- Excellent verbal and written communication skills.
- Ability to lead, encourage, and support volunteers effectively.
- Discernment, empathy, and a non-judgmental attitude.
- Ability to maintain healthy boundaries and confidentiality.
- Comfortable using databases, spreadsheets, email, and scheduling systems.
- Ability to work independently and collaboratively as part of a team.
- Reliable, dependable, and self-motivated.

Work Environment

- Part-time position.
- Office and phone-based ministry environment.
- Frequent interaction with clients, volunteers, churches, and community partners.
- Some flexibility may be required based on ministry needs.

Click to Apply

