



JOB DESCRIPTION

DATE: August 27, 2021
JOB TITLE: **Care Coordinator**
LOCATION: Cedar Falls Campus
REPORTS TO: Cedar Falls Campus Pastor
FLSA STATUS: Full Time, Non-Exempt
WEEKENDS: Yes

SUMMARY

The Care Coordinator will manage and oversee all aspects of the Care Ministry at the Cedar Falls Campus. They will oversee the selection, training and deployment of our chaplains. The Care Coordinator will coordinate weekend chaplains and be a presence before, during and after weekend services to connect with our attendees and keep details of care needs for our campus. They will connect our pastoral team to attendees who are in need of direct care.

ESSENTIAL DUTIES AND RESPONSIBILITIES Other duties, in addition to these may be assigned.

- Manage and maintain the chaplain deployment process for the Cedar Falls campus.
- Match chaplains to persons in need using information available for right fit match.
- Maintain up-to-date information on appropriate database/software.
- Collaborate with Care Ministry to coordinate and update chaplain personnel rosters as needed.
- Collaborate with Care Ministry to coordinate care cards.
- Coordinate the funeral process for Cedar Falls campus as need arises.
- Coordinate, write, and distribute correspondence and responses through phone calls, text, email and social media.
- Lead weekly Care Meeting with Cedar Falls Campus pastoral staff.
- Make hospital and hospice visits and serve as an active member of our care team in meeting with those with care needs.
- Implement and execute special projects as assigned, with minimal oversight.
- Handle sensitive and/or confidential documents and information where judgment and discretion are essential.
- Maintain a high degree of confidentiality, discretion, tact, oversight, and flexibility to promote the mission of PLC.
- Update deaths and births and maintain attributes for volunteers in F1.

SUPERVISORY RESPONSIBILITIES

Supervises chaplains.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Successful candidate must be a Christian and fully support the philosophy of Prairie Lakes Church and its leadership team. The individual's commitment to Christ will be evidenced in his/her personal life, family relationships and ministry. The candidate's daily walk with God will be an example to all.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- One or more years of related education and/or experience desirable.
- Experience coordinating and recruiting volunteers preferred.
- One year of related education and/or experience in an executive administrative support role preferred.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write routine correspondence. Ability to effectively communicate verbally with church members, vendors, and other employees of the organization, using proper grammar without dialect or slang. Ability to speak effectively before groups.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems efficiently and effectively while maintaining good working relationships.

OTHER SKILLS AND ABILITIES

- Be detail oriented, flexible, and decisive with the ability to organize and coordinate tasks and people, set priorities, and motivate others.
- Have a passion and heartfelt concern for people, be high energy, and hard working.
- Be able to communicate and establish effective working relationships with other staff members and volunteers.
- Have the ability to effectively present information and respond to questions from co-workers and volunteers.
- Be able to work efficiently and effectively in team situations and to work independently.
- Possess strong interpersonal skills with the ability to relate to a variety of people.
- Be able to learn software programs used to produce documents, reports, and presentations.
- Be able to maintain confidentiality and work with sensitive information is paramount.
- Have an ability to meet deadlines, remember important details, and routinely complete assigned tasks.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 30 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The building is multi-level with several sets of stairs, but is handicap accessible and equipped with an elevator. This campus has a nonsmoking environment.

COMMENTS

The above statements are intended to describe the general nature of this job and the level of work performed by employees in this position. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by their supervisor.

Requirements are representative of minimum levels of knowledge, skills, and/or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Approved by Employee _____ Date _____

Approved by Supervisor _____ Date _____