



Support Services Coordinator

Job Description

Reports To Volunteer & Training Director

Basic Function The role of the compassionate and resourceful Support Services Coordinator is to assist clients in accessing community resources and support services. In this role, you will work directly with clients to assess their needs, identify available resources, and coordinate support services, focusing especially on those with the most immediate and critical needs. This position requires a deep understanding of available community resources, strong interpersonal skills, and a commitment to helping clients improve their quality of life.

RESPONSIBILITIES:

1. Client Assessment and Support

- Conduct thorough assessments to understand each client's unique needs, goals, and barriers.
- Prioritize support for clients with the highest needs, ensuring they receive appropriate assistance and guidance.
- Develop individualized action plans with clients to connect them to necessary resources and services.
- Provide continuous follow-up to monitor progress and adjust support plans as needed.

2. Resource Connection and Coordination

- Identify and maintain up-to-date knowledge of community resources, including housing, healthcare, food assistance, financial aid, employment, and mental health services.
- Act as a liaison between clients and community agencies, facilitating referrals and advocating on behalf of clients.
- Establish and nurture relationships with community organizations and service providers to enhance resource availability for clients.

3. Client Education and Advocacy

- Educate clients on how to access and utilize resources independently.
- Empower clients by providing tools and information to support their self-sufficiency.
- Advocate for clients within community agencies and ensure they receive fair and timely assistance.

RESPONSIBILITIES:

4. Documentation and Reporting

- Maintain accurate, detailed, and confidential records of client interactions, resource referrals, and progress.
- Prepare reports and summaries of client outcomes and service effectiveness.
- Track and analyze data to improve service delivery and identify gaps in available resources.

5. Community Collaborative Work

- Work closely with local community partners as well as other FCWS team members to provide comprehensive support to clients.
- Participate in team meetings and training sessions to stay informed of new resources and best practices in client support.
- Assist in developing and implementing resource programs and outreach initiatives.

Work Environment:

- This position may involve both office-based and community-based work, with occasional travel required to connect with clients and community agencies.
- Occasional evening or weekend availability may be required for client needs or special events.

QUALIFICATIONS:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Education: Bachelor's degree in Social Work, Human Services, Psychology, or a related field preferred.
- Experience: Minimum of 2 years of experience in social work, case management, or a related field involving direct client support.
- Exhibit strong commitment and dedication to the pro-life position.
- Agree with and be willing to uphold the Core Values, Statement of Faith, and Policies and Procedures of the ministry.
- Exhibit an empathetic and non-judgmental attitude toward clients.
- Exhibit skills in interpersonal communication and problem-solving.
- Be able to provide spiritual leadership, discipleship, and support to the volunteers.
- Be able to carry out responsibilities with little or no supervision.
- Have one year of experience as a volunteer in a ministry.