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| Title: | Care Coordinator |
| Reports to: | Director of Care Development |
| Status: | Full-Time (30 hours/week), Non-exempt |
| Work Schedule: | Sunday to Thursday |
| Value to the Team: | You care deeply about ministering to the spiritual, emotional, relational and physical needs of the Blackhawk community. As an integral member of our team, your primary focus is coordinating the response for those with long-term care needs, and you develop the various volunteer teams that support such care. Your passion for ensuring consistent, cohesive and quality care serves an important role in showing God's love, compassion and care to those in difficult times. |

Responsibilities

➤ Care Coordination

- Ensure continuity of care and support for individuals/families whose care needs involve multiple levels of care over an extended amount of time.
 - Assess needs and develop a plan for engagement of Care teams and other appropriate ministries, ensuring clear lines of follow-up and communication are established.
 - Track with the care situation over time, adjusting the plan as needed.
 - Work with other ministries to provide coordinated seasonal supports and encouragements.
 - Ensure clear, responsive and comprehensive communication throughout the process (e.g., to staff, care recipients, volunteers, etc.).
- Help attenders find the place where their needs are best met (e.g., One to One Care, Visitation, Care Response, Care Support, Benevolence, Mental Health, DivorceCare).

➤ Volunteer Development

- Develop and maintain Care Ministry response teams, ensuring alignment with Care Ministry philosophy and cohesion across all sites.
 - Identify and coach leaders.
 - Ensure processes and resources are in place for volunteer training.
 - Provide oversight and presence to ensure team and volunteer health.
 - In collaboration with the Director of Care Development, create, adapt and maintain team structures that unfold, equip and support key responsive care volunteers from sites and culture-specific spaces within central Care Ministry.
- Work with the Director of Care Development to on-ramp and develop volunteers across all areas of Care Ministry.

➤ Teamwork

- Along with other Care Team members, provide care response to short-term or immediate needs (e.g., hospitalizations, calls, walk-ins, etc.).
- Provide leadership or support in other areas of Care Ministry based on the individual's gifting, interest, competency and capacity.

Qualifications and Skills

Stable, mature, growing disciple of Jesus Christ, committed to the values of Blackhawk Church

Exhibit a spirit of joy and helpfulness

Excellent interpersonal skills – ability to deal with a variety of people in different situations

Gifted team leader and volunteer developer

Strong organizational and project management skills

Exhibit an ability to conceptualize opportunities or find solutions to problems that arise

Deliberate and focused, but also tolerant and resilient regarding change

Able to adjust and reset activities and priorities while maintaining positive team relations.
Excellent verbal and written communication skills
Self-initiator, responsible, flexible, problem-solver, team player, high-energy
Exercise mature and independent judgment, confidentiality and tact

About Working at Blackhawk

At Blackhawk Church, we want to build a loving community that follows Christ in order to reach a community that is lost without Him. On Blackhawk staff, we consider it an honor and privilege to take part in this mission.

*Our staffing philosophy is simple: connect people to roles they'll thrive in. Our hope is to – as much as is feasible – ensure people's skill, experience and passion align with their role so that they're not just *doing* the job but *thriving* in it. Our staff culture values collaboration, coaching/development, humble service and healthy relationships. Our team works really hard, and we have fun doing it. Lastly, we aim to provide a competitive benefit package, and we offer flexibility in schedule when possible and practical.*

We are an Equal Opportunity employer committed to growing a diverse staff. We don't just accept ethnic and cultural difference – we celebrate it, we support it and we believe it's what God envisions.