

### **Who Are We**

Anawim Ministries (Young People Who Care, inc.) exists simply to care for others. Our diverse ministries do this by focusing on care of the mind, soul, spirit, and by meeting social and personal needs. As a grassroots organization we value prayer, hospitality, simplicity, and service.

### **Job Specifications:**

- Title – Community Director Service Coordinator
- Reports to – Anawim Ministries (YPWC) Administrator
- Location – Onsite, 1031 Germania Rd., Frenchville
- Work Schedule – Full Time 35-40 week, some Saturday's

### **Who we are looking for:**

We are looking for a person who has an innate concern to meet someone's needs. We are looking for a person who is compassionate, welcoming over the phone and able to hold confidences.

### **Position Summary**

Overall coordination and implementation of the Community Direct Service Program. This individual will be responsible for the timely assessment of client's needs, procurement of needed supplies, scheduling self or volunteers to meet need, follow up and evaluation of services completed. Accurate data, record keeping and quarterly reports of program. Embracing the Mission Statement and Core Values of YPWC in all settings is central to this ministry.

### **The ideal candidate has:**

- Strong respect for individuals in need
- Organizational, prioritization, and multi-taking skills
- Understanding of different types of poverty
- Ability to handle challenging home environments with sensitivity and professionalism
- Willingness to work within a small team collaboratively
- Ability to increase resources by utilizing relational and collaborative skills
- Knowledge and experience of working with county social service agencies preferred

### **Job Description**

- Receive initial service request
- Direct Service follow-up providing supportive listening and scheduling an assessment if appropriate or provide referral information as needed to each client
- Complete Site/Home Visit Assessment with person to determine feasibility and skillset needed for the service.
- List supplies needed, number of volunteers necessary and approximate time frame work needs to completed. (emergency vs. regular need).
- Maintain a spreadsheet (or equivalent) and record accurately the following information:
  1. Number of Phone Requests for Direct Service

2. Number of Assessments completed
  3. Direct service needs that were met, those referred to other Social Service Agencies, and those YPWC were unable to meet.
  4. Number of Volunteer hours for Direct Service for each volunteer
  5. Areas Served (town, city, county)
  6. Referral source (how did they hear about YPWC?)
- Coordinate and collaborate regularly with Volunteer Coordinator for scheduling actual date of service and number of volunteers needed.
  - Procure supplies/ tools needed to have available at home on day of Direct Service. If family is providing supplies, assure materials are on site before scheduled date of service.
  - Schedule transportation requests and assure vehicle is clean and maintained, including gas.
  - Represent the organization at county service meetings as appropriate and make contact with other providers for referral purposes.
  - Evaluate each Direct Service completed and complete Satisfaction Survey with both volunteer leader and client.
  - Coordinate second or third visit to complete work if necessary.
  - During Spring and Summer Service Programs
    1. plan weekly Direct Service schedule,
    2. meet with group leaders at end of day and provide advice, support and supervision as needed to youth.
    3. Work hand in hand with Sr. Suzanne to assure positive experience for each group.
  - Attend regular staff meetings, and supervisory sessions as scheduled.
  - Participate in Events and Service Projects at Bethany's Retreat Centers as requested.
  - Research and apply for relevant grant opportunities
  - Help evaluate, maintain, and improve internal processes, standards, and guidelines
  - Respond to any other Direct Service needs that come up, and take care of other activities and tasks as requested that are not on Job Description to help YPWC team meet all responsibilities.

### **Requirements**

High School Diploma, and 2 years direct service experience with people of varying backgrounds and needs.

Act 33 and 34 Clearances

Valid Driver's License

Ability to work flexible hours including some Saturdays

Excellent verbal and written communication skills