

One Body Collaboratives

Rebuilding Lives, Transforming Our Community

RESOURCE OFFICE COORDINATOR

One Body Collaboratives (OBC) is a faith based 501 (c)3 non-profit ministry with a mission to: *“Mobilize, coordinate and further develop church and community resources to rebuild lives and transform our community.”*

POSITION SUMMARY

The primary function of this position is to provide management and the organizational structure for the operations of the Resource Coordination Center (RCC) which is a phone-based ministry; as well as administrative support to the organizations programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

INTAKE PROCESS LEADER:

- Process leader for Meet the Need software including supervising and entering data for individual needs, referrals, Gap Ministry appointments and case management intake. This also includes facilitation of needs being met, when needed.
- Provides continuity, timely resolution and consistency for OBC intakes. Ongoing evaluation of methods used to take calls, record data, and coordinate services in the RCC. Process leader for developing ongoing documentation of Resource Center Call Guidelines and Policies.
- Produces statistics and other data on a monthly basis, this includes using Meet the Need software to run reports from the RCC and an ability to put into context for grant and other funding opportunities.
- Develops and maintains working relationships with community resources. Update resources when changes are known and provide timely updates for volunteers. Respond appropriately and timely to emails.

GAP MINISTRY/DONATION CENTER COORDINATOR:

- Coordinate Gap Ministry appointments and communicate with Gap Ministries as needed.
- Maintain Donation Center and coordinate all inbound and outbound donations.

GETTING AHEAD CLASS SUPPORT:

- Coordinate Participants in the Getting Ahead Classes
- Act as a back-up Facilitator for the Getting Ahead Classes
- Provide support to the Getting Ahead Facilitators for their classes
- Provide support for Getting Ahead Participants in terms of resources
- Tracking of GA participants within all organizations offering the GA classes, sending all communications to GA participants and organizing the survey data.
- Create/Maintain Staying Ahead Network Database
- Create monthly e-newsletter for GA graduates

ADDITIONAL RESOURCE CENTER SUPPORT:

- Maintain Resource Directory and promote as applicable to agencies/case managers/churches
- Attend NICNE Case Management events as relevant to OBC referrals
- Review and respond to all Facebook messages on the OBC page
- Add posts to OBC Facebook pages on a regular basis

OFFICE MANAGER:

- Maintain office space. This includes communicating any maintenance issues or concerns directly with the landlord; and maintaining a list of office and other supplies needed.

DONOR COMMUNICATIONS/DATABASES

- Schedule and mail monthly thank you letters
- Schedule and mail Annual Report
- Establish and maintain donor database
- Establish and maintain church and non-profit organization database

PROGRAM SUPPORT

- Provide admin support to all committees, meetings and events. This includes and is not limited to: sending meeting notices, tracking attendance, and preparing meeting materials.

The following are representative of the experience, knowledge, and skills required to perform this position successfully:

MISSION ALIGNMENT and PASSION: This position is more of a 'Calling' than a job. Candidates must have a strong desire to help design and build a replicable model empowering multiple churches and community organizations to function effectively together. One Body Collaboratives is a Christian faith-based organization that recognizes and embraces the need to work together with those of all faiths, as well as those of no declared faith.

COMMUNICATION/INTERPERSONAL/MANAGEMENT SKILLS: Good communication skills including uplifting and encouraging others as well as positive presentation of One Body Collaboratives. Ability to effectively communicate both orally and written. Must demonstrate good discretion and work well in a team environment. Able to work in a fast-paced and busy office, providing management and leadership to volunteers. Maintain good working relationships and communications with volunteers, staff, and community stakeholders. Of particular importance is the ability to promote cooperation between OBC and church liaisons, pastors, church volunteers and other stakeholders. Report any concerns to the Executive Director in a private manner with recommendations for improvement. Knowledge of community resources, including but not limited to: nonprofits, government agencies, human and social services.

REASONING/PROBLEM SOLVING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions and deal with several abstract and concrete variables.

TECHNOLOGY SKILLS: Technology experience and proficiency is a must, including all Microsoft Office products. Competent computer skills in word and spreadsheet documents is needed. Data entry skills, and basic understanding of database modules for case management intake.

WORK ENVIRONMENT: Position is office based with a need to lift up to 20 pounds. Limited outside office meetings and errands are required as approved by the Executive Director.

HOURS/SALARY RANGE: Part time position, 30 hours per week. Monday - Friday 9:00 am – 3:00 pm. The compensation for this position is \$14/hr.

ACCOUNTABILITY: Reports to Executive Director