

Job Description

CareNetworkCR Manager



Position Description

Full-time, hourly, 32-40 hrs. a week

Hours: 9-5 pm Monday-Friday

Background check before hire

Probationary Period: 90 days or less from date of original hire

Reports To: CareNetworkCR's Executive Director

CareNetworkCR Overview

CareNetworkCR connects those individuals in need to a faith community, providing a way for the Church to make significant long-term and even eternal differences in the lives of people in our community. This is accomplished through our Connection Center where referral calls are verified, and a manageable, unduplicated care plan is created through both community resources and unique church resources.

CareNetworkCR Manager (CM) will play a vital role in leading the work culture and our team of volunteers and Connection Care Coordinators as the leading administrative hub for care and resources in Linn County. Our call center serves as a crucial point of contact for those seeking assistance, connecting them with resources and support tailored to their needs. The CM will oversee the daily operations of the Connection Center, ensuring that practices, policies and procedures are consistent and delivered in a caring manner. Leading the team and systems of the Connection Center in a God-honoring, healthy manner is a priority. This position will also recruit, train, and supervise CCC and CCV's. CM will assist the team with incoming intake calls, verification calls and developing a care management plan for callers. CM will communicate with partner churches and agencies of the care management plan while building and strengthening relationships. CM will help communicate and organize GAP ministry needs with partner churches. CM will manage documentation and statistics of Connection Center calls and activity and share monthly reports with the Leadership Team.

Skills/Qualifications

- Sound leadership and decision making.
- Excellent written and verbal communication skills.
- Interpersonal skills with the ability to engage effectively with individuals from diverse backgrounds.
- An understanding and commitment to a transformational process for clients, churches, and volunteers.
- Self-motivated, dependable, resourceful and responsible.
- Ability to multi-task and work with multiple interruptions.
- Provide sound and timely instruction, training, and communication to the team.
- Working knowledge of Microsoft Office, Word, Excel, Outlook, Google Drive, Canva and the ability to learn and use other computer programs.

- Strong commitment to prayer and living a life worthy of your calling.
- Ability to collaborate with others and work as a team.
- Strategic thinker, problem solver.
- Detail oriented, ability to evaluate situations from micro and macro view points.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Understands time management and skilled at prioritizing tasks.
- Event planning and public presentations, feel comfortable in a crowd and public speaking.
- Onboard partner churches with GAP Ministry needs.

Examples of Essential Work

- Answering referral calls requesting help or services, listening to their story without bias, responding with compassion, discernment through prayer and question asking, exploring possible root causes of needs.
- Lead, coach, collaborate and evaluate CCCs and CCVs as they follow scripted intake procedure while also applying appropriate “common sense” questions to gather as much information as possible.
- Onboarding processes for volunteers, scheduling volunteer hours for call center and administrative roles.
- Make calls to verify information i.e., employer, landlord, agencies, case worker, family members, etc.
- Listening with care to CCC/CCV calls to assure professionalism, consistency, and encouragement.
- Data entry to include all pertinent statistics for the Connection Center. Report data to the EOS leadership team monthly.
- Initiating communication with partner churches and agencies, updating information, relationship building and servant leadership.
- Continue to build community resource information through research and discovery.
- Lead short morning devotional and prayer with the Connection Center team.
- Participation and promotion of CareNetworkCR’s events, social media outlets, and mission.
- Facilitate and schedule Volunteer Development Training sessions quarterly.
- Co-facilitate Informational Workshops monthly with the Executive Director.
- Participate in Quarterly Celebrations with church partners and donors.
- Public presentations of CareNetworkCR to a variety of audiences.
- Co-develop with the team and final approval for care management plans prior to caller delivery.

Other Requirements

High school diploma or GED required

Previous Social or Case Management experience a plus

Call Center or consultative skills preferred

Agree with and be willing to uphold the Statement of Faith and the policies of CareNetworkCR.

For more information about this position or to schedule an interview, please contact
Dawn Hunter, Executive Director, 319.378.0337 or
Email letter of inquiry and resume to: dawnh@carenetworkcr.org