



## **Family Mentoring Program Case Manager**

### **Purpose:**

This position is responsible for maintaining, training, supporting, and developing our churches, clients, and family mentors. This position fulfills the purpose of carrying out the mission statement of HCDBM by implementing ministry foundations to help both the church's family mentoring ministry and clients to succeed in meeting their spiritual, physical, and emotional goals.

### **Position Description:**

The Family Mentoring Case Manager will be held accountable for each of these areas in their day-to-day office time. These factors will include but are not limited to: Case Management of Churches and Clients, Mentor Onboarding processes, and HCDBM office collaboration.

### **Primary Objectives:**

- Maintain active caseload of mentors and their client families following HCDBM Case Management Guidelines.
- Meet with walk in clients to assess needs and explain the process and programs of HCDBM.
- Assist in facilitating matches between clients and mentors / mentoring churches.
- Maintain healthy relationships with mentors from the outreaches you work with.
- Ensure reporting & data management for clients and churches is accurate and up to date.
- Develop and maintain supportive relationships with assigned churches and outreaches.
- Gather stories and testimonials from clients for use in development and reporting.
- Be a resource and advocate for families that are served by HCDBM.
- Maintain compliance with department structure, processes, and ministry goals.
- Work in conjunction with department team members to build an excellent ministry through obedience to God's plan.

Interested candidates should send their resume to [aaron.powers@hillcountrydailybread.org](mailto:aaron.powers@hillcountrydailybread.org).

### **Qualifications:**

- Spanish Speaking preferred but not required
- Strong written communication skills
- Organized and administrative
- Problem Solving Skills
- Public Speaking Skills
- Customer Service Skills
- Teamwork Skills
- Communication Skills
- Ability to drive and travel to church partner sites for client intakes and mentor matches.

### **Core Competencies:**

- Composure
- Listening
- Written Communication
- Informing
- Priority Setting
- Process Management
- Manage Through Systems
- Building Effective Teams
- Time Management
- Managing Vision and Purpose