

Position: Casework Connections Associate  
Reports to: Executive Director  
Hours: Part-time: 20-24 hrs/wk over 3-4 days/wk  
Department: Connections



### **Summary of Responsibilities:**

A Casework Connections Associate serves to connect Christian churches and their members with opportunities to serve in the community. This Connections position will play a key role in coordinating and connecting volunteers with transportation and other service opportunities, assist with intake of new VIS Friends (clients) and new ministry requests, and conduct all follow-up associated with the connections they make.

### **Mission Statement:**

To empower Christians to join Christ's work in their community

### **Qualifications:**

- A strong commitment to Christ and to serving Him through word and deed in a ministry setting
- College degree or equivalent experience
- Possesses personal qualities of warmth and sensitivity, assertiveness, flexibility, self-organization, and an ability to make sound decisions
- Effective verbal and written communication skills. Be a good listener
- Possess the ability and desire to be a team player working to fulfill the mission of Volunteers In Service
- Possess the ability to interact effectively and empathically with a wide variety of people. Proficient in Microsoft Office, especially Word, Excel & Salesforce
- The ability to handle highly sensitive material in a confidential manner.
- Ability to perform multiple tasks simultaneously and accurately
- Excellent organizational skills and attention to detail
- Working knowledge of community resources
- Active member of a GR area Christian church

### **Responsibilities:**

1. Assist with the receiving of initial intake of new client information and new ministry requests via phone and/or email and identify time sensitive needs
2. Enter new clients and ministry requests into the software system: Salesforce
3. Draft and mail client letters to new VIS Friends
4. Maintain ongoing tracking and appropriate documentation through VIS's intake processes for all referrals
5. Coordinate the calendar for transportation requests and connect volunteers with those opportunities
6. Assist in contacting church(es) to connect and assign volunteers recruited by churches to VIS Friends for all types of ministry requests.
7. Provide support and guidance to volunteers who have concerns or are experiencing difficulties with their volunteer experience
8. As appropriate, provide follow-up to clients, churches and volunteers
9. Maintain ongoing case notes
10. Maintain and update client and volunteer information in Salesforce as needed
11. Provide stories for use in newsletters, appeal letters, etc.
12. Other duties as deemed necessary in assisting the staff in reaching VIS's mission

**Compensation:** This is a part-time position. This is an "at will" position. This job description is subject to change.