



Lutheran Church Charities

Hearts of Mercy & Compassion Ministry Coordinator

Job Description

Title	Hearts of Mercy & Compassion Ministry Coordinator
Department(s)	Hearts of Mercy & Compassion Ministry
Reports To	Director, Hearts of Mercy & Compassion

Job summary

This position is responsible for coordinating operational aspects of the HMC Ministry including processes, procedures, documentation, and new affiliate training. Person must be committed to the mission of LCC with the ability to witness and share their Christian faith to develop and nurture others in their Christian walk.

Duties

- Tracks, reviews, and responds to HMC Requests, contacting requestors of hearts that are received via the LCC website to understand and qualify requests to ensure proper application given situation.
- Develops, maintains, and updates HMC Affiliate list.
- Tracks HMC Affiliate inventory on monthly basis.
- Maintain photo library of HMC deployments, visits and hearts for newsletter, videos, brochures and fundraising support. Prepare or gather write-ups from recipients for weekly MAD and other communications.
- Point person for coordination of Crisis Deployments:
 - Partner with the K-9 Comfort Dog ministry for joint deployments and visits.
 - Coordinate HMC crisis deployments, including location of crosses and hearts, delivery, set up and ministry presence.
 - Deploy as needed to provide ministry presence to those served.
- Manage the New HMC Affiliate process to include coordination of Zoom meetings with church pastors and leaders interested in HMC ministry.
- Maintain Affiliate records to include Agreement, team member list, inventory, etc.
- Create and maintain HMC Affiliate Manual.
- Conduct New Affiliate Training classes.
- Attend conferences and other events and give presentations representing LCC and the HMC Ministry as requested.
- Deliver HMC (crosses and hearts) upon request, provide ministry presence when delivering hearts in person.
- Backup for assembly and shipping of hearts.
- Update and maintain all required information and data in CCB.
- Follow-through with donor gifted Thrivent Action Teams.
- Assign and monitor projects to volunteers and other HMC staff as appropriate.
- Other duties as assigned.

Skills required

- Team oriented and collaborative to work effectively with other LCC ministries, Affiliate churches and volunteers to further HMC and all ministries of LCC.
- Strong organizational abilities including process and procedure documentation, planning, and follow up.
- Strong interpersonal skills with the ability to connect with a wide variety of people.
- Quality orientation and attention to detail.
- Flexible with the ability to problem solve and make quick, yet thoughtful decisions during crisis situations.
- Cricut experience a plus.
- Proficient computer skills including Microsoft Windows, Outlook and MS Teams.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.