

Role Profile

Director of Outreach Ministry and Volunteer Coordinator

Position Director of Outreach Ministry/ Volunteer Coordinator	Reports to Pastor	Opening date 03/16/18	Revised date 03/16/18
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Purpose of the Role

We believe that we have been commissioned by Christ, as individuals and as a community, to serve the least among us as an integral part of our call as Christian stewards. Specifically, we are to be Christ's merciful love to those who suffer. The purpose of the Director of Outreach Ministry and Volunteer Coordinator (the Director) is to oversee and coordinate all efforts that relate to this merciful love through outreach ministry at the Church and School of Saint Mary. In carrying out this mission, we believe we also meet the need we have to give ourselves in generous service to others. The Director creates opportunities for the Church and School of Saint Mary to embody the corporal works of mercy within and outside our community. The Director will accomplish this through working closely with the parish staff, Service and Outreach Committee, and volunteers as collaborators on a variety of strategic initiatives. Our guiding values consist of: faith (trusting God to accomplish His work through us), hope (having been touched deeply by the Lord, believing He desires this same encounter for others), charity (coming directly from God, this selfless, sacrificial and unconditional love is shared with the world through us), dignity (being made in God's image and likeness, each person is to be treated with respect), and solidarity (flowing from the dignity given by God, every person is our brother/sister and this solidarity must be lived through us daily as we "bear one another's burdens").

Responsibilities of the Role

- Meet, assess, and work with those who come to the Church of Saint Mary for assistance, our "clients";
- Actively listen to clients, discern their needs and give [pastoral support if needed](#);
- Provide support and coordination with all parish and school service ministries, e.g. Service and Outreach Committee, Home Improvement Ministry, Home and School, Elbow Grease, etc.;
- Recruit and utilize volunteers from within the parish to provide aid and assistance to more individuals and families in need;
- Development of training procedures for volunteers and provide access to volunteer training;
- Implement a tracking system for clients and services provided as well as oversee the intake of client information into a computer database by volunteers;
- Oversee, facilitate, and develop procedures for all emergency assistance provided to our clients in the form of food, rent assistance, utilities assistance, prescriptions, bus tokens, gas vouchers, etc.;
- Coordinate with and refer clients to outside agencies for services not provided by the Church of Saint Mary;
- Leverage relationships and assistance with various agencies, especially Catholic Charities and the Community Food Bank of Eastern Oklahoma (aka Food Bank);
- Discern and recommend those charities to receive part of the tithe from the Church of Saint Mary;
- Educate the parish and develop a curriculum for our school and religious education programs on social justice issues and provide transparency on funding and outreach efforts;

Expected Outcomes

While most expectations are set on an individual basis, the following are some common expected outcomes that should be included for anyone in this role.

Short-Term (1 month)

Has successfully...

- a) **Assessed current situation/begun to plan for future:** Meetings with parish staff members, school administration, and the Outreach Committee to get an initial overview of what outreach initiatives are currently in place in order to get a sense of where we are and what direction needs to be taken;
- b) **Begun to establish good working relationships** with other members of the parish and school staff;
- c) **Begun building relationships** with the leaders of existing service-oriented services in the parish and school;
- d) **Begun planning with the Communications Director** about how to promote the work of the outreach ministry;
- e) **Learned parish software and selected tracking software:** training on the ACS software and meetings with Catholic Charities personnel to select a tracking software for clients and volunteers;
- f) **Established structures to accommodate volunteers in the office:** begin to coordinate and manage the flow of existing outreach services and plan for introducing parish volunteers in the process;
- g) **Established weekly calendar for office hours, days of operation, staffing levels and scope of services:** select days the Outreach Ministry will be open to the public to provide direct services to clients, days for restocking and volunteer coordination activities, hours of operation as well as services provided;
- h) **Maintained existing work flow for current responsibilities of the position;**

Medium-Term (3 months)

Has successfully...

- a) **Established short-term and long-term outreach goals:** establish a routine follow up protocol with parish staff, school administration, and the Service and Outreach Committee to work together to establish a plan for outreach;
- b) **Solicited volunteers for outreach needs:** identified the resources needed for outreach needs and solicited volunteers who use their gifts and talents to assist with those needs;
- c) **Increased the level of volunteer participation** in the work of the outreach ministry;
- d) **Established a communication and education/awareness plan:** developed a plan with the Director of Communication to show the impact of our outreach efforts and to better educate parishioners regarding various social justice issues;
- e) **Increased the transparency and awareness** of the work of the outreach ministry;
- f) **Identified space requirements:** proposed a layout and reconfiguration of existing physical space in the Parish Annex based on scope of volunteer-based services as well as developed a plan to reconfigure existing space to accommodate storage needs;
- g) **Demonstrated the ability to organize and prioritize:** can independently manage a high volume of information with varying levels of priority and keep work organized;
- h) **Integrated into the staff:** seeks to understand others' roles and ideas and interacts positively and openly with other staff members;
- i) **Grown in an understanding of stewardship as a way of life:** come to an understanding of basic stewardship principals (recognizing our blessings from God and responding in thanksgiving) and able to use that as a lens for our outreach efforts;

Long-Term (1 year)

Has successfully...

- a) **Increased awareness of outreach opportunities in the parish and school communities:** we should see regular communication about outreach activities and solicitation for involvement;
- b) **Created a smooth running emergency assistance operation at the Church of St. Mary** that properly identifies and serves the needs of those who approach the Church for help;
- c) **Energized the parish and school about serving the poor and provided clear and easy ways for people to be engaged** in the ministry;
- d) **Mastered proficiency in appropriate software:** after selecting tracking programs for clients and volunteers, should be able to use and train others in the programs, as well as be able to use parish data programs;
- e) **Integrated volunteers into outreach programming and established revised days of operation, scope of services and needed staffing levels:** has transitioned from strictly Parish Staff supported Outreach Ministry to integrated volunteer supported Outreach Ministry;
- f) **Established good working relationships within and outside the parish:** has enhanced and built up vibrant cooperative relationships both within the parish/school (with the Outreach Committee and other service ministries) and beyond the borders of our community, leveraging relationships and assistance with various agencies, especially Catholic Charities and the Food Bank;
- g) **Become a well-established and respected participant in the service community** in the city of Tulsa;
- h) **Discerned and recommended those charities to receive part of the tithe from the Church of Saint Mary**

Critical Requirements

Requirement	Definition and Recognition
Compassion	Ability to meet others in their need and is motivated to respond to address that need. Desire to embody the dual commands of love of God and neighbor. A love of serving the poor.
Ability to Learn	Ability to grasp new concepts and learn new processes in a short amount of time without a lot of structure or formalized knowledge transfer.
Basic Technological Proficiency	Ability to learn and achieve basic proficiency in technology used in the parish and for tracking clients and volunteers.
Communication Skills	Ability to actively listen (to clients and members of the community). Ability to develop and communicate a vision and communicate progress towards the vision. Ability to communicate effectively in writing to the community. Ability to present publically to groups when needed. (Bilingual language skill is a plus)
Coordination and Motivation	Ability to configure volunteers and resources in order to produce a desired impact. Ability to organize, coordinate with and motivate others. Possesses extraordinary organizational skills Can configure people and resources for a desired outcome
Networking	Ability to leverage resources in the Tulsa community for the benefit of clients and outreach deliverables.
Teamwork	Ability to collaborate and share responsibilities in the creation of outreach deliverables. Effectively works with others to produce high quality results. Seeks to understand others' needs, ideas and solution alternatives. Responds to difficult interpersonal situations with professionalism and respect. Takes criticism of work well and incorporates feedback to improve final results. Willingness to admit mistakes and learn from them.
Focus	Capacity to take a direction, make decisions and maintain the direction. Able to identify goals, actively pursue them, and help volunteers do the same. Ability to set priorities and select activities to achieve those priorities in their order of importance.
Personal Ownership	Takes pride in work, assumes personal ownership. Motivated by challenges and desires to improve.
Faith	Has a history of faith practice Desires to grow in relationship with God