



Shepherd Program Coordinator

ADRN is a network of over 185 churches in the Greater Austin Texas area. ADRN's mission is to glorify Christ by equipping, empowering, and mobilizing a network of churches to respond to the physical, emotional and spiritual needs of those affected by disaster. ADRN has assisted more than 43,000 disaster survivors, trained thousands of volunteers from their network of churches and donated an estimated \$16 million to rebuilding and recovery, emergency funding, transportation, short-term housing, and goods and services to help families and individuals get back on their feet.

Job Description:

The Shepherd Program Coordinator's (SPC) primary responsibility is to ensure that every ADRN registered family affected by disaster is sponsored by a church from the Greater Austin area of churches. This includes assuring the emotional, spiritual and physical needs of survivors of disaster are met in a timely manner. The SPC reports to the Shepherd Program Manager. The SPC will be a key member of ADRN's disaster response team providing long term recovery for families affected by disaster.

Duties and Responsibilities:

- Recruit volunteer Disaster Relief Shepherds (DRSs) for the purpose of shepherding survivor families
- Partner with the Church Network Development team to enhance effectiveness of Shepherd recruitment as well as Shepherd support
- Provide direction and support to Shepherds in the form of vision-casting, training, resources and collaboration
- Provide comprehensive case management to survivor families in the areas of physical, emotional, spiritual care
- Maintain an average caseload of 25-30 survivor clients including, case assessments, individual recovery plan, case notes, records of all financial transactions as well as other required documents
- Respond promptly and effectively to incoming inquiries pertaining to survivor families and Shepherds (through the Call Center or other means)
- Follow ADRN vetting processes determining eligibility and criteria for financial assistance
- Lead survivors and/or Shepherds to grow in their relationship with Jesus and know Him more personally, as opportunity and willingness presents itself
- Capture and share Shepherd testimonies and God stories with ADRN staff and leadership
- Maintain consistent availability at headquarters to facilitate initial intake process of disaster survivors
- Provide triage (addressing most critical, urgent needs) to every ADRN registered survivor within 24 hours of intake
- Maintain accurate and updated information on all survivor cases to ensure effective coordination between all members of the Shepherd Program (staff) as well as the Shepherd Core Team (volunteers)
- Maintain accurate and updated information for every active and inactive Shepherd through the Shepherd Profile Tracking system
- Provide leadership to small volunteer teams facilitating intakes (at headquarters, a multi-agency resource center or in the disaster field)

- Provide leadership for Shepherd Core Team volunteers and all other volunteers that serve within the Shepherd Program
- Participate in Shepherd debriefings, Bible studies and selected trainings
- Attend and participate in Long Term Recovery team meetings and/or Central Texas VOAD meetings during large deployments, representing ADRN to the many other volunteer organizations
- Initiate and network with local agencies within Greater Austin (5 counties that ADRN services) in an effort to maintain resource lists and develop agency partnerships
- Provide regular reporting of case management progress to Shepherd Program Manager
- Complete special assignments or projects, as needed

Position Requirements:

- Excellent communication skills, both written and oral; ability to influence, encourage and engage potential volunteers to become a Disaster Relief Shepherd (DRS) or join the DRS Core Team and build long-term relationships
- Strong organizational and time management skills with exceptional attention to detail
- Some event planning and event coordination skills
- Continual Training in social work, case management and discipleship
- Flexible and adaptable style; a leader who can positively impact both strategic and tactical Shepherd Program development initiatives
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside of ADRN
- Kingdom minded and relationship focused, high energy, love and passion for God and His mission through ADRN
- Ability to construct, articulate, and implement annual strategic DRS development plan, understanding the variety of cultural backgrounds of survivor families
- A professional and resourceful style of leadership; takes initiative and can manage multiple tasks and projects at a time
- Strong critical thinking skills that can be performed during fast paced demanding work environment
- Maintain self-care, staying physically, emotionally and spiritually healthy in assisting survivors experiencing life-altering tragedy
- Experience supervising personnel, volunteers, including training, assigning and reviewing work, leadership development and conducting performance evaluations if needed
- Strong interpersonal skills (empathy, active listening, conflict resolution, facilitation)
- Proficiency in computer technology, including Microsoft Word, Excel, Email,

Organizational Expectations of Staff:

- Follow organizational policy, procedures and practice culture of honor with one another
- Learn, understand and embrace ADRN culture, foundational words from the Lord, and the ADRN vision and mission
- Seek God's face, read His word and be led by the Holy Spirit
- Communicate clearly with peers, co-workers, and team members
- Set the tone on reliability, attendance, high performance standards and what it means to be an "I AM Ready" Christian, emotionally, spiritually and physically to all volunteers
- Spend minimally one planned, full day per month, away from the office, seeking God's face for direction, guidance, support and relief for the role. Spend time in the word and prayer with God for spiritual instruction, growth and rest

- Attend all of ADRN's emotional, spiritual and physical trainings to understand the depth of what ADRN offers churches and volunteers
- Fulfill a minimum of 40 hours per week
- Agree to our Statement of Faith
- Attend Thursday morning All Staff Prayer and All Staff Meetings at HOPE Prayer Center, as well as fulfill other staff expectations

Ethical Standards:

ADRN has a reputation for conducting its ministry and activities with integrity and in accordance with the highest ethical and Biblical standards. All employees of ADRN must be devoted to the Lord Jesus Christ, in accordance with the Bible and agree to ADRN's Statement of Faith. The authority for making determination of these standards for ADRN shall be the Board of Directors working in consultation with the Executive Director, applying their interpretation of the standards set forth in the Bible.

- ADRN Mission Statement: To glorify Christ by equipping, empowering, and mobilizing a network of churches to respond to the physical, emotional and spiritual needs of those affected by disaster. Luke 10:25-37, Ephesians 4:12-16
- ADRN Vision Statement: An active, empowered network of prepared churches, bringing hope into crisis through the transforming power of Jesus Christ to every life and community we serve. Revelation 19:5-7