

**Ministry: Center for Hope Food Pantry**  
**Role Title: Resource Connector**  
**Pipeline Level: Team Member**  
**Reports to: Resource Connection Leader**

**Purpose Statement:**

The Resource Connector's primary responsibilities include interviewing guests/partners, recording individual/family data, sharing information regarding the ministries of the Center for Hope and Hope Church, connecting to community resources when necessary, and praying (when required/requested). The Resource Connector builds relationships with guests/partners in an effort to better assist and serve them, to further enhance both their personal and spiritual needs.

**Competencies:**

- \* Resource Connection Training, including Realm operational knowledge.
- \* Knowledge of the Center for Hope Ministry goals and objectives
- \* Must be able to receive and utilize constructive feedback
- \* Must be able to confront relational challenges in a Biblical manner
- \* Participation in prayer for the Center for Hope.

**Prerequisites:**

- \* Center for Hope Orientation
- \* Strong customer service, verbal, written and interpersonal skills
- \* Characteristics of the Fruit of the Spirit: Love, Peace, Joy, Patience, Kindness, Gentleness, Goodness, Faithfulness, Self-Control
- \* Accuracy and attention to detail
- \* Basic computer skills
- \* Become familiar with the various local agencies that can assist guests/partners which require assistance beyond the scope of the Center for Hope.

**Responsibilities:**

- \* Ask questions in accordance with policies/protocols to obtain various specified information, such as person's demographics, employment status etc...
- \* Follow all protocols specific to CfH policies (i.e. safety event, HIPAA regulations, shift sign off, etc.)
- \* Identify and resolve any gaps in interviewees' responses by means of discussion and/or explanation.

- \* Record results and data from interview or survey, using computer or specified form (e.g. scanning forms).
- \* Review data obtained from interview for completeness and accuracy.
- \* Identify and report any problems involved in obtaining valid data.
- \* Provide information pertaining to the ministries and services offered within the CfH and Hope Church as well as community supports.
- \* Refer guest/partner to appropriate resources and determine follow-up pathway.
- \* Pray with/for guest as required.
- \* Attend pre-post briefing sessions with FP Shift Team.

**Physical Demands:**

- \* Sitting for extended periods.
- \* Bending, stooping, reaching and stretching.
- \* Seeing, hearing, reading, writing and speaking.
- \* Stress management.

**Time Investment:**

Approximately 5/6 hours per shift.

**Commitment:**

One (1) year.

**Acknowledgement:**

This is not necessarily a complete list of all responsibilities, duties, requirements, efforts or working conditions associated with this position. While this is intended to be an accurate reflection of this position, the Center for Hope reserves the right to revise this job description or to require that other or different tasks be performed as required.

I have read and understand the above job description and agree to work in regards to it.

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**Signature**

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**Date**