



STANDARD OPERATING PROCEDURE

FIRST TOUCH MINISTRY- CARE COORDINATOR

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MISSION:

The mission of First Touch Ministry is to provide opportunities to impact the lives of the members and visitors attending services at the Brook. First Touch is a vital area of the Ministry of Helps. The significance of ushers is to create an inviting atmosphere without sacrificing the integrity of the position if or when challenges arise.

PURPOSE OF DOCUMENT:

The purpose of this document is to communicate the steps needed to perform Care Coordinator duties. The Care Coordinator contacts ministry volunteers when they are sick, convalescing, death in family, birth, etc. They are responsible for reaching out to the volunteer to show them love and compassion during their time of sorrow, grief and joy.

SCOPE:

The scope of this document is to provide the duties of the Care Coordinator.

TIME AND LOCATIONS:

As needed

RESOURCES:

The possible resources needed to perform duties as an Care Coordinator are:

- *Compassion*
- *Godly love for people*
- *First Touch contact list*
- *Cell phone*
- *Email address*



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SPECIFIC PROCEDURES:

Task	Step by Step Procedure
<i>Receipt of Request for Contact</i>	<p><i>The Care Coordinator receives the Request for Contact multiple ways:</i></p> <ul style="list-style-type: none">• <i>HR Coordinators</i>• <i>Volunteer post on Social Media (First Touch Group Me)</i>• <i>Ministry Leader</i>• <i>Personal Contact from Volunteer</i>• <i>Shared from CARE team</i>
<i>Contact</i>	<p><i>The Care Coordinator calls the volunteer from the contact information on the First Touch Contact Roster to check their status. If not response, the coordinator will send an email and text message to the volunteer.</i></p> <p><i>Once contact is made, the coordinator will speak to volunteer to see if they need anything and to be a support system.</i></p>
<i>Contact Care Team</i>	<p><i>The Coordinator will send an email to Lady Nikki at ladynikki@brookcity.com and copy the Ministry Leader at firsttouch@brookcity.com to let the Care team know the member's situation and to provide further assistance.</i></p>