



DESCRIPTION

A Graceworker is a devoted volunteer who upholds and supports the mission of Graceworks. They exemplify spiritual maturity, deep compassion, and a sincere love for Neighbors in need. Graceworkers serve Neighbors with dignity and respect, they listen without judgment, offer practical support and spiritual encouragement through prayers. This role requires time commitment and ongoing participation in comprehensive training.

PRIMARY DUTIES AND RESPONSIBILITIES

- ❖ Meet in person and by phone with Neighbors of all socioeconomic groups, races, ages, religions, etc. to assess their physical, emotional, and spiritual needs
- ❖ Offer space and time for the Neighbor to process their current situation without judgment
- ❖ Process all utility, clothing, and furniture requests with discernment and dignity for the Neighbor
- ❖ Make appointments for food as needed, encouraging Neighbors to use the GraceWorks Ministries website to make their appointment (www.graceworks.help)
- ❖ Volunteer in a fast-paced, potentially demanding office environment, often working on many cases simultaneously
- ❖ Make follow-up calls to Neighbors who have been previously assisted by Neighbor Services
- ❖ Remain knowledgeable regarding other community resources available to Neighbors (jobs, shelters, counseling, legal help, etc.) and offer these as needed
- ❖ Collaborate with the GraceWorker Manager, other GraceWorkers, and GraceWorks staff
- ❖ Practice Self-care

QUALIFICATIONS

- ❖ Working knowledge of Microsoft Office platforms, including Word, Outlook, and Teams
- ❖ Listen without judgment and with patience as Neighbors talk about their current situations
- ❖ Reflect to the Neighbor what was heard
- ❖ Ask appropriate and discerning questions of the Neighbor
- ❖ Offer prayer to anyone at any time
- ❖ Identify those in spiritual, emotional, or psychological crisis
- ❖ Learn and use computer applications frequently, such as Salesforce, etc.
- ❖ Refer to GraceWorks staff any Neighbor needing additional assistance outside the scope of the GraceWorker (i.e. Domestic violence, suicide, etc.)
- ❖ Attend all required GraceWorker training
- ❖ Sign Graceworks' Statement of Faith
- ❖ Commit to one year as a GraceWorker
- ❖ Serve at least 3.5 hours per week shift, either 9:00 am- 12:30 or 12:30-4:00, M-F
- ❖ Compassionate and empathetic
- ❖ Non-Judgmental and problem solver
- ❖ Hospitable and spiritually Mature
- ❖ Spiritually Mature
- ❖ Uphold Graceworks values: Show Dignity, Bring Peace, Practice Excellence, Speak Truth, and Celebrate Collaboration

WORK ENVIRONMENT

This position is an in-office setting located at 104 Southeast Parkway, Franklin, TN