MISSION
WACO | WORLD

Job Description

MWMW Position Title (type in CAPS)**: ARK ADVISOR – CASE MANAGER**

Staff Group:

☐ Executive Staff	☐ Program Coordinator	☐ Operations/General Staff
☐ Program Director	■ Program Staff	☐ Administrative Staff
☐ Retail Manager	☐ Retail Staff	☐ _____

Immediate Supervisor: Associate Executive Director – Operations/Mobilizing

Immediate Subordinates: Resident volunteers
Full-time (30+ hrs/wk):
Part-time (up to 29 hrs/wk):
Work-Study:

Status: ☐ Exempt ■ Non-exempt

Position Originally Created: 1999

Date Last Revised: 2025

Hours Per week: 10-20 hrs/wk. Schedule depends on program needs and will likely include some evening and/or weekend appointments. Other than that, schedule is flexible based on need and availability of case manager and residents.

General Summary: The Ark Apartments, a program of Mission Waco, is an intentionally diverse Christian-living community. Residents come from diverse walks-of-life, income, education, race/ethinicty, etc. There are 18 units. Ages range from children to senior citizens, and include families and single adults. Majority are adults. Read more about the Ark program at https://missionwaco.org/our-programs/family-adult/the-ark-apartments/ .

Critical Functions and Responsibilities

1. **APPLICANTS**: Screening all applications. This means following up with each applicant for phone or personal interview, reviewing application with them. Checking references, other relevant dates (sobriety, criminal, previous housing, etc), income sustainability, background check. Setting up interviews per Ark guidelines (minimum of 2 interviews, with 2nd intvw including 1-3 Ark residents and program director).
2. **HOUSING FEES**: Point of contact for all housing fee issues for current and new residents: determining applicable housing fee, following up on late payments and/or community care plans as needed when housing fees and late fees are not paid by 10th of month. Housing fees are processed through RentRedi app. When any maintenance requests are reported by residents through RentRedi app, enter those into Espace (maintenance work order software used by Mission Waco).
3. **LIFE PLANS**: Meeting individually with residents about life goals. Goal is 2 times a year per person.
4. **COMMUNITY CARE PLANS**: Following up with specific residents on other CCPs as needed. CCPs are developed when there is an issue that might put the resident at risk of being asked to leave the Ark program. As applicable: coordinate with other Ark residents and MWMW associate executive director, to participate in the CCP meetings.
5. **CRISIS CARE**: Being available for coordinating crisis care, if there are needs or follow-up beyond what the community can take on in the interim period.
6. **BUILDING RELATIONSHIPS**: Attend Ark community meetings/gatherings and events (as schedule permits, but as often as possible) to become familiar with and be available to the community.

The functions and responsibilities contained in this Position Description are not all inclusive.
Other duties and requirements may be assigned at any time.

7. **CREATING A LEARNING ENVIRONMENT**: Along with the program director and Ark residents, participate in prayer, discussion and reflection for discerning what types of learning opportunities and activities would enhance life and Christian community at the Ark. For example: Christian discipleship; life skills (budgeting, goal setting, etc.); communication and leadership development; how to develop Good Neighbors through the Ark; etc. As time permits in schedule, Ark Advisor/Case Mgr is welcome to facilitate learning topics.	
8. **DATA TRACKING AND FILE MGMT**: Track data for program benchmarks and prepare reports as needed by supervisor or MWMW. Keep files (case mgmt, etc) in an orderly, confidential and professional fashion.	
Additional Functions and Responsibilities	
1. Attend MWMW staff meetings as schedule permits, but as often as possible.	
2. Participate in Giant Worldwide leadership and communication assessment and training as provided by MWMW.	
3. Other duties as assigned or agreed.	
Requirements/Preferences	
Minimum skills and knowledge required: 1. Familiarity with Waco area resources for case management 2. Case management or related experience with adults and/or families.	**Skills and knowledge preferred:** 1. 5+ years Case management experience 2. Can articulate an understanding of issues related to poverty and wealth that impact health, mental health, wellness, spirituality, etc. 3. Trauma-informed care experience and/or education.
Minimum previous experience required: 1. Acquainted with the 8 principles of Christian Community Development.	**Previous experience preferred:** 1. Experience in a non-profit or ministry that practices Christian Community Development and/or empowerment based programs. 2.Personal experience in developing cross-cultural friendships.
Minimum education required: High School graduate	**Education preferred:** College and/or case management training a plus.
Minimum communication skills required: 1. Email, texting, GroupMe posting, some basic computer skills 2. Conflict resolution skills in context of community	**Communication skills preferred:** 1. Able to create basic graphics for communication flyers.
Special training, certification or licensing required: 1.	**Special training, certification or licensing preferred:** 1.
Behavioral, emotional, mental requirements: 1. Able to form healthy relationships and boundaries with residents 2. Able to be an empowering leader/encourager for resident volunteers	
Other requirements: Mature Christ-follower **Other preferences:** 1. Vocational call to develop cross-cultural relationships with people who have experienced poverty or marginalization is a plus. 2. Bi-lingual with Spanish and English.	

The functions and responsibilities contained in this Position Description are not all inclusive.
Other duties and requirements may be assigned at any time.