



MISSION

WACO | WORLD

Job Description		
MWMW Position Title: CREEKSIDE NEIGHBOR SERVICES COORDINATOR		
Staff Group:	<input type="checkbox"/> Executive Staff <input type="checkbox"/> Program Director <input type="checkbox"/> Retail Manager	<input checked="" type="checkbox"/> Program Coordinator <input type="checkbox"/> Program Staff <input type="checkbox"/> Retail Staff
		<input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> _____
Immediate Supervisor: Chief Village Officer		
Immediate Subordinates: No staff reports. Will work alongside Neighbor Services groups and volunteers.		
Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Position Originally Created: January 2026
		Date Last Revised:
Hours Per week: Up to 20 hours per week. Evening availability preferred (e.g. 2:30PM-6:30PM Mon-Fri)		
<p>General Summary: Creekside Community Village, a development of Mission Waco, is a Christ-centered, highly relational community that provides permanent supportive housing for neighbors transitioning out of chronic homelessness. The Neighbor Services Coordinator (NSC) plays a crucial role in helping residents successfully assimilate into life at Creekside and maintain long-term housing stability.</p> <p>Through relationship-building, consistent presence, and coordination of supportive services, the NSC helps ensure that each neighbor is cared for with dignity, compassion, and hope. This position will report to the Chief Village Officer (CVO) and as an in-person role at Creekside Community Village in Waco, TX.</p>		
Critical Functions and Responsibilities		
1. Neighbor Support & Housing Stability – Build meaningful, trust-based relationships with Neighbors to support their transition into community life.		
2. Assist Neighbors in identifying and overcoming barriers to success in maintain their housing.		
3. Help Neighbors connect to appropriate supportive services (mental health, medical care, benefits, transportation, ID recovery, food assistance etc.).		
4. Support Neighbor move in, ensuring new Neighbors understand community expectations, resources, supports, etc. (no leasing or property management requirements).		
5. Develop Neighbor activity calendars and encourage Neighbor participation in activities, wellness programs, and community opportunities.		
Additional Functions and Responsibilities		
1. Assist in coordination of partner service providers (e.g. food box drop-off, resources fairs, wellness visits by medical personnel).		
2. Assist in data tracking for results-driven programs and support raising.		
3. Identify participation barriers and collaborate with the CVO to help remove them as possible.		

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

4. Maintain accurate, confidential records of Neighbor interactions, needs, progress, and follow up plans.	
5. Occasionally may drive MW vehicle to provide transportation to residents for appointments, or drive to pick up supplies or donations.	
6. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW.	
7. Attend monthly all-staff meetings, and other department staff meetings as requested.	
Requirements/Preferences	
Minimum skills and knowledge required: <ol style="list-style-type: none"> 1. A practicing Christian with a commitment to Mission Waco's Christ-centered mission and values. A basic understanding of Christian Community Development. 2. Strong relational skills and the ability to build trust with individuals with diverse and challenging backgrounds. 3. Healthy personal boundaries, emotional resilience, and the ability to remain calm in stressful situations. 	Skills and knowledge preferred: <ol style="list-style-type: none"> 1. Training or experience in trauma-informed care, conflict resolution, and de-escalation. 2. Strong organizational skills, knowledge of case management record keeping and reporting. 3. High-level of initiative requiring infrequent direct oversight. 4. Experience case managing individuals to achieving successful outcomes.
Minimum previous experience required: 1-2 years of employment working alongside individuals who have experienced homelessness, extreme poverty, and/or behavioral health challenges (significant volunteer experience will be considered).	Previous experience preferred: Experience working as a case manager or similar role within an organization serving individuals experiencing homelessness or in another capacity in the homeless services or supportive housing sector.
Minimum education required: High School Diploma/GED or equivalent.	Education preferred: Bachelor's degree in social work, psychology, ministry, or similar field.
Minimum communication skills required: Exhibits healthy boundaries and resilience when communicating with challenging individuals.	Communication skills preferred: <ol style="list-style-type: none"> 1. Trauma informed communicator.
Additional Requirements: <ul style="list-style-type: none"> • Physically able to lift up to 25 lbs. • Valid driver's license, and eligible to be a vehicle driver for Mission Waco (maximum one moving violation in past 3 years) 	

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