

OUTREACH AND SUPPORT SERVICES COORDINATOR

Role	Outreach and Support Services Coordinator	Location	Evanston, IL	Status	Part-Time, 20 hours/week
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JOB SUMMARY The Outreach and Support Services Coordinator plays a vital role in extending the mission of Chicagoland Prison Outreach by connecting individuals and families impacted by incarceration to spiritual support, practical resources, and community partnerships. This role combines administrative coordination, direct case management, and community outreach to ensure that students receive consistent, compassionate, and Christ-centered care. A key responsibility of this position is identifying, nurturing, and maintaining strong ongoing relationships with local churches, community agencies, and businesses — building a robust network of partnerships that benefits both the individuals and families served and the broader mission of Chicagoland Prison Outreach.

JOB RESPONSIBILITIES

Administrative Duties	• Maintain accurate and confidential records of partner interactions, referrals, and services provided • Track nonacademic program metrics and prepare regular reports for Chicagoland Prison Outreach leadership • Manage scheduling for appointments, meetings, and outreach events • Assist in the development and maintenance of resource databases (social services, churches, housing, employment, etc.) • Coordinate logistics for community events and partner meetings • Respond to incoming calls, emails, and inquiries in a timely and professional manner • Ensure compliance with Chicagoland Prison Outreach policies and any applicable confidentiality/data protection standards
Case Management Duties	• Conduct intake assessments for individuals and families seeking support services • Develop individualized support plans in collaboration with students, addressing spiritual, emotional, and practical needs • Provide ongoing follow-up and check-ins to monitor student progress and adjust support plans as needed • Make referrals to appropriate community resources, including housing, employment, counseling, healthcare, and legal services • Advocate on behalf of students with community agencies and service providers when appropriate • Offer spiritual encouragement, prayer support, and biblically-grounded guidance in alignment with the mission of Chicagoland Prison Outreach • Maintain appropriate professional boundaries while providing compassionate, relational support • Document case notes accurately and in a timely manner

Community Outreach Duties

- Identify, cultivate, and maintain strong ongoing relationships with local churches, community agencies, and businesses to expand the network of support available to students and to Chicagoland Prison Outreach
 - Represent Chicagoland Prison Outreach at community events, church gatherings, and partner meetings
 - Identify and pursue new partnership opportunities that align with the mission and goals of Chicagoland Prison Outreach
 - Develop and deliver presentations to churches, businesses, and community groups about the mission and services of Chicagoland Prison Outreach, in collaboration with the Executive Director or designee
 - Serve as a liaison between Chicagoland Prison Outreach and returning citizens' families, local reentry programs, and social service agencies
 - Identify gaps in services and work collaboratively with partners to develop creative solutions
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PERSONAL REQUIREMENTS

- A demonstrated, sincere love for God, His Word, and His people
- Agreement with and willingness to uphold the Chicagoland Prison Outreach doctrinal statement
- Active membership in a Christian church
- A heart of compassion for individuals and families impacted by incarceration, free from judgment
- High level of integrity, discretion, and confidentiality
- Strong interpersonal and relational skills, with the ability to build trust across diverse populations
- Self-motivated with strong organizational and time-management skills
- Ability to work both independently and collaboratively as part of a team
- Reliable transportation for travel within the Evanston, IL area and surrounding communities

EXPERIENCE

- Demonstrated track record of developing and sustaining community partnerships
- Experience in case management, social services, ministry, or a related field preferred
- Prior experience working with justice-involved individuals, reentry populations, or underserved communities is a plus
- Experience in relationship-building with churches, agencies, or businesses preferred
- Proficiency with basic office software (email, spreadsheets, scheduling tools) required
- Bachelor's degree in social work, ministry, human services, or a related field preferred, though equivalent experience and ministry background will be considered