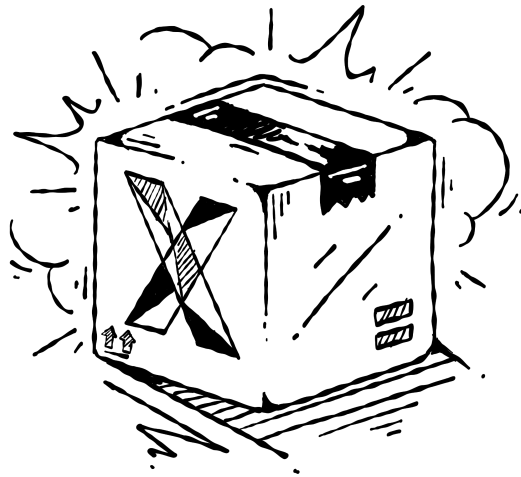




CityServeX "Box"

Resource Coordinator Manual Section 08, DAILY OPERATIONS



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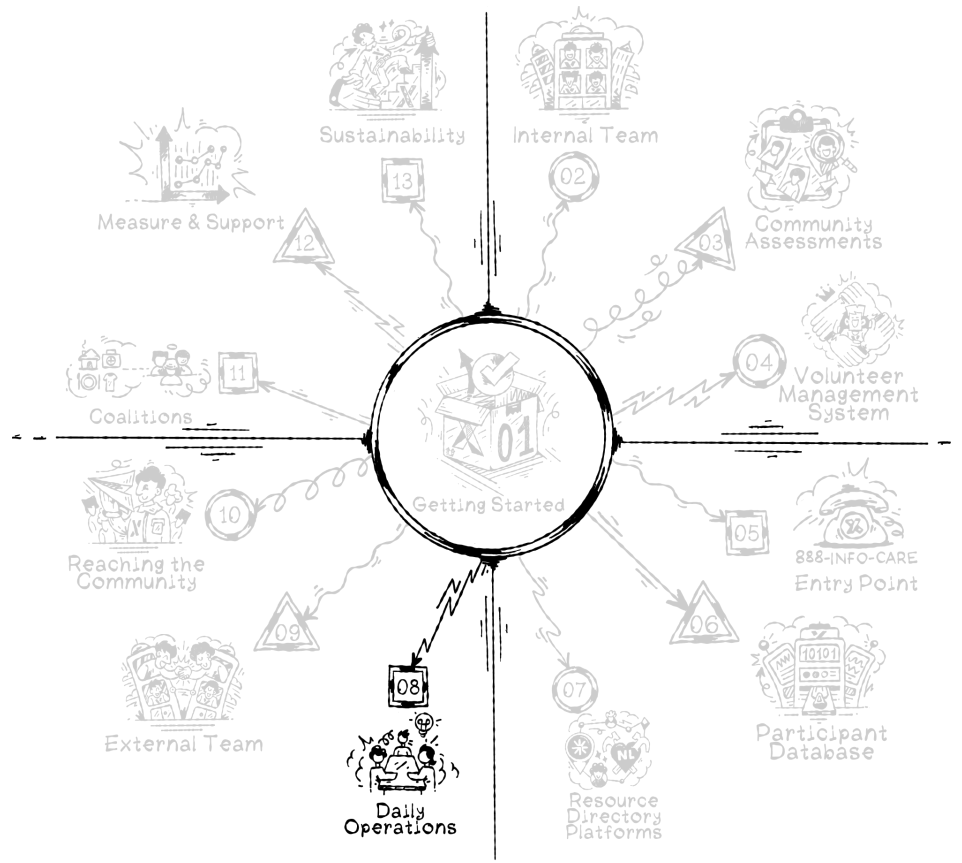
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08: Daily Operations





Resource Coordinator Guidelines

8.1 As a Resource Coordinator, you bridge the gap between crisis and stability by connecting people with resources and possibilities. Your approach should always reflect **CityServeX**'s core values:

- **STORIES:** People Over Process
- **EMPATHY:** Emotional Connection
- **EMPOWERMENT:** Respecting People's Right to Lead Themselves
- **CREATIVITY:** Connecting the Dots

Your Role in Practice -

Lead with Empathy and Active Listening Begin every interaction by creating space for the participant's full story. Listen without judgment, acknowledging both their challenges and their courage in seeking support. Your genuine emotional connection builds the trust necessary for meaningful collaboration.

Honor Their Agency You are a guide, not a director. Your role is to illuminate pathways and present options—never to prescribe solutions or make decisions for participants. Every person has the right to lead their own life, even when their choices differ from what you might recommend.

Build on Existing Strengths Approach each conversation as a partnership between equals. Recognize that participants are resourceful individuals who bring their own strengths, connections, and capabilities to the table. Help them identify assets they may have overlooked, and frame your support as building upon what they already possess.

Think Creatively Resource coordination isn't about following a script—it's about connecting dots others might miss. Explore unconventional solutions, tap into unexpected community networks, and help participants see possibilities they hadn't considered.

Maintain Hope and Perspective Your optimism can be a powerful resource in itself. Even in difficult circumstances, maintain an encouraging attitude that reflects your belief in the participant's capacity for positive change. Every interaction is an opportunity to remind someone of their inherent worth and potential.

Resource Coordinators don't promise solutions, but believe that the situation is promising.

Your engagement gives hope and help—both are needed in balance.



Empathy vs. Sympathy

8.2 Empathy is the ability to understand and share the feelings of another person as if you were experiencing them yourself.

Sympathy is feeling sorrow or compassion for someone else's misfortune.

Watch **Brene Brown's** YouTube video on Empathy:
<https://www.youtube.com/watch?v=IEvwgu369Jw>





Faith and Boundaries

8.3 **CityServeX** welcomes volunteers of all backgrounds and serves everyone with dignity and respect, regardless of their beliefs. As a Resource Coordinator, you are expected to treat each participant with impartiality and care, partnering with them to create solutions that align with their needs and goals—not directing or controlling their choices based on your personal convictions.

Guidelines for Faith-Based Conversations (outside of a faith community setting)

Your primary role is to help Participants explore their options and navigate available resources. To ensure Participants understand they will receive consistent, unbiased support regardless of their beliefs, please observe these guidelines:

- **Participant-led conversations:** If a Participant initiates a conversation about faith, you may respond naturally and authentically.
- **Concluding offers:** At the end of an interaction, you may offer to pray with them or briefly share your personal beliefs—but only after their immediate needs have been addressed.
- **Appropriate referrals:** If a Participant expresses a genuine interest in exploring faith, you may recommend local places of worship as you would any other community resource. However, invitations to your personal church are not appropriate, as they may create a perception of pressure or favoritism.

When in Doubt

If you're uncertain about how to navigate a situation, consult your Care Champion before responding. They can help you develop an approach that honors both the Participant's dignity and your role as a Resource Coordinator.

Your commitment to respectful, participant-centered care is what makes **CityServeX's** mission possible. Thank you for honoring these boundaries.





Other Ways to Serve as a Resource Coordinator

8.4 As a Resource Coordinator, you walk alongside individuals navigating difficult seasons of life — listening to their stories, helping them identify their needs, and connecting them with the community resources and support services that can make a real difference. This is impactful work, but there won't always be this type of work so what do you do in the meantime when there is no one to serve, callback, or meet?

Your role matters, and you can make a difference by remaining engaged on the team through the following activities:

- **Pray** - for your Participants, Team Members and their Participants, CityServeX, Resources, Connections, Relationships, Leadership, Ideas, Recruitment Efforts for Volunteers and Participants, Yourself, and anything or anyone else you can think of connected to this compassion work.
- **Document stories and quotes from your vantage point** - your Care Champion will give you a process for where and how to collect these.
- **Document stories and quotes from Participants you've engaged with** - just don't use real names, and your Care Champion will give you a process for where and how to collect these.
- **Conduct research for your Participants** - there is a lot to do on the platform, but there may be more to do outside of it too.
- **Conduct research for other Team Members' Participants** - see if they could use your help. This is a team effort, and you may have ideas or skills that could benefit another.
- **Assist in the curation of the CSX/Fh platform** - everyone on the team is also part of the curation team. Your Care Champion will help you in knowing how to contribute in this way.
- **Help recruit Participants** - there will be many ways to get the word out to a community that needs to know about a helpful service now available to them.
- **Help recruit Volunteers** - the more volunteers on the team, the more people that can be served. Your Care Champion can let you know how you can assist in this effort.

