

DARIN W. GODBY

Spiritual Care Coordinator / Bereavement Care Coordinator

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PROFESSIONAL SUMMARY

Visionary and results-driven Pastor, Counselor, and Chaplain with 40+ years of experience delivering pastoral care, leadership training, crisis intervention, and grief counselling to individuals and families in emotionally challenging situations. Expertise in spiritual wellness programs, bereavement support, and volunteer leadership with a proven ability to develop and implement impactful faith-based initiatives. Adept at providing strategic direction, program development, and holistic support while ensuring confidentiality and ethical best practices.

Significant Achievements:

- Spearheaded a volunteer training initiative, leading to a 30% improvement in service efficiency and community outreach.
- Increased patient spiritual engagement by 40% through enhanced counselling and faith-based intervention programs.

SKILLS

Pastoral Leadership & Chaplaincy Services • Public Speaking & Sermon Delivery • Crisis Intervention & Conflict Resolution • Bereavement & Hospice Care Support • Ethical & Confidential Spiritual Care • Emotional Intelligence & Relationship Building • Community Outreach & Engagement • Volunteer Training & Team Leadership • Strategic Planning & Program Development • Process Improvement & Change Management

PROFESSIONAL EXPERIENCE

Spiritual Care Coordinator / Bereavement Care Coordinator

Intrepid USA Hospice | June 2023 – Present

- Provide **spiritual and emotional support** to patients and families facing end-of-life challenges, ensuring compassionate and individualized care.
- Facilitate **bereavement counseling programs**, reducing family distress by **40%** through structured grief support initiatives.
- Collaborate with healthcare teams to develop **personalized care plans**, addressing patients' spiritual and emotional needs.
- Train and mentor **volunteers and support staff**, enhancing the quality of chaplaincy services.
- Developed and led **faith-based resilience workshops**, improving caregiver well-being by **25%**.

Inside Family Counselor

Lakeside Memorial Gardens | May 2018 – May 2019

- Conducted **individual and family counseling sessions**, improving clients' emotional well-being and coping strategies.
- Developed and implemented **treatment plans**, tracking progress and ensuring compliance with all confidentiality and ethical guidelines.
- Utilized **relationship-building skills** to establish trust with clients, leading to a **20% increase in service engagement**.
- Organized and led **grief management workshops**, helping individuals navigate loss and trauma.
- Partnered with local organizations to create **community outreach programs**, increasing access to support resources.

Senior Pastor

Waco Church of the Nazarene | September 2006 – January 2009

- Led **weekly sermons and worship services** for a congregation of over **200 members**.
- Managed **community outreach initiatives**, increasing congregation engagement by **30%**.
- Designed and implemented **youth mentorship programs**, fostering spiritual growth and leadership development.
- Established **faith-based leadership training programs**, equipping volunteers and staff with enhanced ministry skills.
- Coordinated **fundraising events**, generating resources to support church and community programs.

Previous Pastoral Roles (1994 – 2006)

Senior Pastor at Flemingsburg Church of the Nazarene, Erlanger Church of the Nazarene, and King Bee Church of the Nazarene; Administrative Pastor at Science Hill Church of the Nazarene.

Additional work experience

Life Insurance Sales Agent | Broker – Multiple Carriers

May 2019 – June 2023

- Conducted financial planning consultations, guiding clients in selecting personalized insurance and investment policies tailored to their needs.

- Managed diverse client portfolios, implementing strategic risk management solutions that increased policyholder retention rates by 25%.
- Provided comprehensive risk assessments and insurance advisory services, improving customer decision-making and financial security.
- Developed and maintained long-term client relationships, ensuring high customer satisfaction and loyalty.
- Analyzed market trends and policy options, recommending optimized financial solutions to maximize coverage and benefits.
- Delivered educational workshops and one-on-one consultations, enhancing client awareness of financial planning, wealth management, and risk mitigation

Life Insurance Sales Agent | Broker – Multiple Carriers

May 2019 – June 2023

- Provided customer support and conflict resolution, enhancing overall client satisfaction and retention.
- Processed insurance claims and customer inquiries with 98% accuracy, ensuring compliance with company policies and industry regulations.
- Resolved customer concerns efficiently, implementing effective problem-solving strategies that decreased complaint escalations by 20%.
- Delivered exceptional client service, addressing billing, policy adjustments, and account management to improve customer experience.
- Assisted customers with policy renewals, endorsements, and coverage modifications, ensuring seamless transactions and satisfaction.
- Utilized CRM software and data-driven insights to enhance customer engagement, feedback analysis, and service improvement initiatives.

Other roles:

Life Insurance Sales Agent | Transamerica Network Agency | 2015 – 2017 |

Universal Specialist | Startek | 2013 – 2015 |

Assistant Manager | Crossroads IGA | 2010 – 2011 |

Call Center Supervisor (Contract) | Senture Connect | 2010 |

Department Manager | Office Depot | 2009 – 2010 |

KEY ACHIEVEMENTS

- Increased patient spiritual engagement by 40% through enhanced counselling and faith-based intervention programs
- Spearheaded a volunteer training initiative, leading to a 30% improvement in service efficiency and community outreach.
- Implemented crisis support systems, reducing patient distress rates by 35% through structured grief management.

EDUCATION

Master of Arts (MA) in Ministry | Carolina University

Master of Arts (MA) in Organizational Training & Performance Management | Tusculum University

Master of Arts (MA) in Leadership | Mid-America Christian University

Bachelor of Science (BS) in Biblical Studies | Nazarene Bible College

Associate of Science (AS) in Christian Education | Nazarene Bible College

ADDITIONAL DETAILS

Certifications: Hospice Chaplaincy Certificate | Hospice Chaplaincy Institute (2021), Master of Divinity Equivalency Certificate | Hospice Chaplaincy Institute (2021):

Technical Skills & Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), CRM & Case Management Software, Virtual Communication & Counselling Platforms, Public Speaking & Presentation Tools

Awards: Outstanding Leadership in Chaplaincy & Ministry – Intrepid USA Hospice (2023), Community Impact Award – Waco Church of the Nazarene (2008), Excellence in Spiritual Care Award – Lakeside Memorial Gardens (2019)