



## Intake Specialist Job Description

### Reports To

Client Care Coordinator

### Purpose

Receive telephone requests for help, listen compassionately to callers, record vital information, and make follow-up calls.

### Responsibilities

1. Complete training and attend meetings.
2. Answer incoming calls and listen compassionately to callers.
3. Gather and record vital information regarding client's needs.
4. Verify all information relevant to meeting the client need.
5. Identify needs and ensure needs to be referred are manageable and specific.
6. Review and analyze information gathered during the intake with Client Care Coordinator.
7. After review by Client Care Coordinator, conduct follow-up calls to clients with the most appropriate resources.
8. Pray with clients over the phone.
9. Maintain client confidentiality.
10. Keep volunteer time records.

### Qualifications

- Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
- Discernment, non-judgmental attitude and the ability to listen, empathize, and accept others.
- Organized and detail-oriented.
- Good telephone and communication skills.
- Basic computer skills.
- Ability to work independently and cooperatively.
- Reliable and dependable.
- Maintain client confidentiality and stay within the boundaries of the volunteer role.
- Comply with Love INC policies and procedures.