



Love INC  
Love In the Name of Christ

SOUTH  
WOOD  
COUNTY

## Volunteer Intake Specialist Job Description

### Reports To

Client Care Coordinator

### Purpose

This is a volunteer position. Volunteers receive telephone requests for help, listen compassionately to callers, record vital information, and make follow-up calls.

### Hours of Operation

Tuesday, Wednesday, Thursday 10am-2pm.

This position requires the volunteer to work a 4.5-hour shift (9:30am-2pm) with the first half hour in prayer. Ideally, the volunteer would be available to work two times per month, days of their choice, and as needed for vacancies.

### 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.
- Ability to maintain client confidentiality.
- Organized and detail oriented.
- Good telephone and communication skills.
- Basic computer skills.
- Ability to work independently and cooperatively.
- Reliable and dependable.