



Careline Volunteer

Reports To

Client Care Coordinator

Purpose

Provide hope, encouragement, prayer and be a listening ear for clients who have called the Connection Center.

Responsibilities

- Complete training and attend meetings.
- Take direction from the Client Care Coordinator who will provide names and information about clients needing a phone call.
- Listen compassionately to clients.
- Pray and encourage clients.
- Refer clients with new needs to the Connection Center.
- Schedule follow-up calls with those who need additional support.
- 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.
- Ability to work independently.
- Reliable and dependable.
- Maintain client confidentiality and stay within the boundaries of the volunteer role.
- Comply with Love INC policies and procedures.