



# 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**

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