



**Mission:** *To mobilize local churches to transform lives and communities In the Name of Christ.*

## Client Care Coordinator

### Reports To

Executive Director

### Purpose

Manage and oversee Love INC Connection Center (call center) operations

### Hours

Typically, 20 hours per week, Monday through Thursday

Hours (flexible): 9:00 a.m. to 2:30 p.m. (includes a half-hour unpaid lunch)

### Profile

A ministerial position responsible for carrying out Love INC's mission. A passionate and compassionate self-starter eager to serve others. Personable and motivating, able to build trust and buy-in from leaders and volunteers. An ambassador of Love INC and an advocate for others. Strong management skills including communication, organization, and a track record of follow-through. Attentive to details and sensitive to the ethnic and denominational diversities of clients and churches we serve.

### Rate of Pay

\$16.00 per hour

### Responsibilities

- Supervise and train Connection Center volunteers to:
  - Answer incoming calls and listen compassionately to callers.
  - Gather and record vital information regarding client expressed need(s) and root causes.
  - Verify all information relevant to meeting the client need.
  - Conduct follow-up calls to client.
  - Maintain client confidentiality.
- Conduct intakes as needed.
- Review information gathered by Connection Center volunteers during the intake process and analyze.
- Determine how to resource client needs and ensure needs being referred are manageable and specific.
- Communicate appropriate resources back to Connection Center volunteers for follow-up calls to client.
- Communicate with Love INC partner churches as needed regarding ongoing cases with client.
- Build and maintain relationships with Love INC partner churches, church ministries, and with community agencies, and meet with them as appropriate.
- Maintain accurate records of clients, agency services, and referral relationships.
- Maintain accurate records of church ministries and individual volunteer resource inventories.
- Schedule volunteer coverage for Connection Center and client needs.
- Track volunteer time and submit to Volunteer Coordinator each month, or as needed.
- Produce Connection Center activity reports.
- Lead devotions, prayer, and briefing meeting with Connection Center volunteers daily.
- Provide training opportunities for Connection Center volunteers as needed.
- Work closely with Love INC Volunteer Coordinator for volunteer placement.
- Assist with special meetings and ministry events, planning special events, etc. as needed.
- Other duties as assigned by Executive Director.

**Qualifications**

- Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
- Comfortable working and praying with Christians from many denominations.
- Previous personnel management experience preferred.
- Ability to work one-on-one with volunteers on a daily basis.
- Discernment, non-judgmental attitude and the ability to listen, empathize, and accept others.
- Ability to maintain client confidentiality.
- Ability to maintain clear boundaries to assure professional integrity and responsibility.
- Highly organized and detail-oriented.
- Good telephone and communication skills.
- Ability to work independently and cooperatively.
- Reliable and dependable.
- Willingness to adjust hours to accommodate the needs of the job.
- Ability to work productively in an environment with frequent interruptions.
- Proficient in basic computer applications, such as Microsoft Outlook, Word, Excel, PowerPoint, and internet usage.

**To Apply**

Submit a cover letter, 3 references, and resume to Larry Daughenbaugh at [executivedirector@loveincswc.org](mailto:executivedirector@loveincswc.org)