

Intake Worker Job Description

(Must go through training at Love INC office -121 W. Milwaukee St. Janesville Phone: 608-531-1880)

Reports To

Executive Director and Clearinghouse Coordinator

Purpose

Receive telephone requests for help, assess and analyze the need, and make appropriate referrals.

Responsibilities

1. Complete training and attend meetings.
2. Time: Monday-Friday 8:30am-Noon. 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. Review and analyze information gathered during the intake.
6. Identify needs and possible sources of help.
7. Ensure needs to be referred are manageable and specific.
8. Refer clients to the most appropriate resources.
9. Maintain client confidentiality.
10. Keep volunteer time records.

Qualifications

1. Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
2. Discernment, non-judgmental attitude and the ability to listen, empathize, and accept others.
3. Good telephone and communication skills.
4. Ability to work independently and cooperatively.
5. Reliability and dependability.