



Clearinghouse Coordinator Job Description

Reports To:

Executive Director

Purpose:

Coordinate Love INC Clearinghouse activities

Responsibilities

1. Recruit, train, and supervise intake volunteers to:
 - Answer incoming calls and listen compassionately to callers.
 - Gather and record vital information regarding clients expressed needs and root causes.
 - Verify all information relevant to meeting the client need.
 - Conduct follow-up calls to clients
 - Maintain client confidentiality.
 - Keep volunteer time records
2. Review Information gathered by volunteers during the intake and analyze.
3. Determine how to resource client needs and ensure needs to be referred are manageable and specific.
4. Maintain accurate client records
5. Maintain accurate records of agency services and maintain referral relationships
6. Maintain accurate records of church ministries and volunteer individual resource inventories. Maintain referral relationships with Love INC partner churches, church ministries and support Church Ministry Coordinators/Love INC ministry Coordinators.
7. Produce Clearinghouse activity reports
8. Conduct intakes as needed
9. Performs daily, weekly, monthly tasks

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. Healthy, professional boundaries
4. Good telephone and communication skills
5. Ability to work independently and cooperatively
6. Reliability and dependability