Reports To

Relational Care Manager
Cadi Trask
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319.404.5101

Purpose

Engage clients over the phone in a conversation to discuss client needs, set appointments at partner churches, and offer encouragement.

Time Commitment

30+ total hours per semester

Responsibilities

1. Complete intake training and attend on-going Connection Center training opportunities
2. Check client's eligibility for services
3. Return intake calls from the queue in the correct chronological order
4. Gather and record vital information regarding client's needs and life circumstances. Attempt to determine root causes for client's struggles.
5. Clearly summarize client's needs on the Intake Form, fill out or update the Household Permanent Record Form, and complete appropriate appointment forms.
6. Verify all information relevant to meeting the client need (for example, doctor's appointment for a gas card)
7. If we are unable to meet a need, refer clients to other appropriate agencies or services
8. Review information gathered during the intake and confirm that the time and dates of appointments match what is listed on the Google Appointment sheet.
9. Maintain client confidentiality
10. Pray with clients over the phone
11. Maintain a professional attitude with staff and other volunteers
12. Communicate planned absences with Connection Center Coordinator
13. Keep volunteer time record on the scheduling calendar

Qualifications

1. Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
2. Demonstrate ability to listen compassionately to callers and offer emotional support while refraining from offering advice. Discernment and a non-judgmental attitude is essential
3. Ability to treat every client and volunteer with dignity and without discrimination
4. Excellent telephone and communication skills
5. Ability to fill out forms accurately and completely
6. Ability to work independently and cooperatively
7. Reliable and dependable