



## Clearinghouse Coordinator Job Description

### Reports To

Programming Manager

### Purpose

Coordinate Love INC Clearinghouse Activities

### Responsibilities

1. Supervise all Clearinghouse volunteers.
2. Manage related Community volunteer activities.
3. Ensure intake volunteers:
  - a. Answer incoming calls and listen compassionately to callers.
  - b. Gather and record vital information regarding clients expressed needs and root causes.
  - c. Verify all information relevant to meeting the client need.
  - d. Conduct follow-up calls to clients.
  - e. Maintain client confidentiality.
  - f. Keep volunteer time records.
4. Review and analyze information gathered by volunteers during the intake.
5. Determine how to resource client needs and ensure needs to be referred are manageable and specific.
6. Maintain accurate client records.
7. Maintain accurate records of agency services and maintain referral relationships.
8. 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.
9. Produce Clearinghouse activity reports and write short stories of impact.
10. Conduct intakes as needed.
11. Identify potential households from Clearinghouse interactions who may benefit from the Love INC Transformation Ministry programs. Provide any other support and assistance to Transformation Ministry program as needed.

### Qualifications

1. Bachelor's degree or equivalent experience in social work, ministry, community development, or related field is recommended.
2. A minimum of three years professional work experience recommended.



3. Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
4. Discerning, non-judgmental attitude and the ability to listen, empathize, and accept others.
5. Healthy, professional boundaries.
6. Good communication skills.
7. Ability to work independently and cooperatively. Dependable.
8. Holistic based approach and Culture of Poverty experience or training.