



## **Clearinghouse Coordinator Job Description**

### **Reports To**

Executive Director

### **Purpose**

Coordinate Love INC Clearinghouse and Community Activities

### **Responsibilities**

1. Effectively manage Love INC's Clearinghouse and Community volunteers by recruiting, selecting, orienting, training, assigning, scheduling, coaching volunteers; communicating volunteer expectations; enforcing policies and procedures.
2. 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.
3. Review and analyze information gathered by volunteers during the intake.
4. Determine how to resource client needs and ensure needs to be referred are manageable and specific.
5. Maintain accurate client records.
6. Maintain accurate records of agency services and maintain referral relationships.
7. Maintain accurate records of church gap ministries.
8. Serve and nurture partner churches and business partners' gap ministries by meeting on a continuing basis with business contacts, Church Ministry Coordinators and Gap Ministry Coordinators to help them understand their ownership of and involvement in the Love INC ministry.
9. Manage in-kind donations to Love INC.
10. Produce Clearinghouse activity reports and write short stories of impact.
11. Conduct intakes as needed.
12. 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.
13. Write weekly email with devotional and Clearinghouse information.
14. Manage Clearinghouse Committee and Clearinghouse Volunteer Gatherings



## **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.