



## Clearinghouse Coordinator Job Description

### ***Reports to***

Executive Director

### ***Purpose***

Coordinating Love INC Clearinghouse activities and church ministry needs.

### ***Responsibilities***

1. Recruit, train, and supervise intake volunteers to:
  - 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 client needs.
  - d. Conduct follow-up calls to clients.
  - e. Maintain client confidentiality.
2. Review and analyze information gathered by volunteers during the intake process.
3. Determine how to resource client needs and ensure needs to be referred are manageable and specific.
4. Maintain accurate client records by ensuring they are processed and documented properly.
5. Maintain volunteer time records for clearinghouse and church ministries.
6. Maintain accurate records of agency services and assist in maintaining referral relationships.
7. Maintain accurate records of church ministries and assist in maintaining referral relationships with partner churches, church ministries, and ministry coordinators.
8. Conduct intakes as needed.
9. Monitor [help@loveincecc.org](mailto:help@loveincecc.org) e-mail.
10. Maintain adequate supply of clearinghouse forms (vouchers and intake forms) for clearinghouse.
11. Send vouchers to churches and referrals to referral partners, following up to answer any questions.
12. Produce quarterly clearinghouse reports (nationals and board) on board, volunteer, and service statistics.
13. Send monthly communication to all ministry leaders and weekly communication to clearinghouse volunteers.
14. Coordinate seasonal ministry needs and opportunities (i.e., giving trees, Food to Fight Hunger events, backpack drive, etc.).

### ***Assisting with other duties as needed***

1. Assist with answering calls and greeting volunteers.
2. Serve as a resource for word processing and data entry.
3. Run errands to deliver gas cards to churches, ministry items to church ministries, etc.
4. Assist with special meetings and ministry event planning.
5. Assist in drafting annual report.
6. Assist in planning special events as needed.

7. Other duties as assigned by Executive Director.

***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, computer, and communication skills.
5. Ability to work independently and cooperatively.