

## Family Intake Volunteer Service Description

NEED: Families or recipients drop into a church or agency seeking help for bills they are struggling to pay. Referred to 211, they are scheduled an appointment to meet with volunteers to discuss their unique situation.

VOLUNTEER TITLE: Information & Referral Specialist

FUNCTION SUMMARY: You will be the friendly face to a person needing emergency assistance services. It is possible for volunteers to serve at their home church, providing their church is an intake site.

### DUTIES AND RESPONSIBILITIES:

As an intake volunteer, you are *the most important connection* a person will have to the Faith Community Service Fund. Each volunteer will conduct a personal interview discussing the intake application. Care will be given to assure that each application is filled out completely and any inconsistencies are clarified with the person. Volunteers will work with the client to provide assistance with financial needs through the Fund while also helping to provide resource and referral information. The volunteer will also work with the person to insure the total amount needed can be obtained, with Faith Community Service funding being the last amount. We are striving to help folks get “over the hump,” or get to the point where they can help themselves out of the emergency facing them.

Training: Volunteers will attend a volunteer orientation and/or training. Volunteers will also have the opportunity to sit in on an intake session(s) facilitated by an experienced volunteer.

Time Frame: The volunteer will serve at least one or two times per week, preferably on a consistent day, based upon the schedule of the intake site church.

### QUALIFICATIONS

An intake volunteer needs to possess or develop good communication skills, to be friendly and respectful, to possess an empathetic heart. Also, the ability to treat client information as confidential is important. Basic math skills are helpful. Finally, volunteers are “problem solvers,” providing another “set of eyes” upon the problem to help the person discover other resources to resolve their difficulties.

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