

**Combined Community Services**  
**Job Description**  
07/18/2019

**Job Title: Intake & Volunteer Coordinator**  
**Reports To: Director of Emergency Assistance**  
**Hours: 32 Hours**

**General Summary:**

- Ensures volunteer coverage for reception, cleaning, clothing pantry, and food pantry
- Performs and coordinates intake of clients
- Coordinates training of volunteers under their supervision with applicable staff
- Supervises volunteers in EA programs and applicable Agency events.
- Coordinates the weekly job list

**Essential Job Functions:**

1. Performs intake of food and clothing assistance clients and accurately records their information in the client database and paper files within 24 hours of their visit.
2. Assures all CCS policies and procedures are followed during client intakes
3. Coordinates Intake staff and EA volunteers, including reception area, to assure that all duties, such as cleaning, stocking, and sorting are performed, and clients are served in a timely, professional manner.
4. Refers clients to other CCS programs (Project Independence, Hand Up, etc.) and/or other agencies' programs that can assist them in becoming more self-sufficient and/or to meet their immediate needs.
5. Secures and coordinates volunteers for the Emergency Assistance Department and seasonal events as assigned by the Director of Emergency Assistance or the Executive Director. Shares volunteer network information with other CCS programs as needed, so they are able to get their own volunteers.
6. Ensures initial scheduling of EA volunteers and coordination with proper staff for training. Provides needed paperwork and orientation of EA volunteers.
7. Represents CCS in the community to expand networking relationships and services to the clients.
8. Coordinates clipping copies of all news articles covering CCS and places them in the scrapbook with their original published date.
9. Coordinates the creation and distribution of the "job list" on a weekly basis.
10. Coordinates the entry of volunteer hours into donation database.
11. Provides administrative support for the Executive Director as needed.
12. Fulfills other duties as assigned by Director of Emergency Assistance.
13. Adheres to all CCS policies, procedures, mission, vision and values.
14. Completes other duties necessary to the mission of CCS.

**Job Qualifications:**

1. Minimum Certification in Human Service field
2. At least 2 years of experience in human services

3. Computer skills with Microsoft Excel, Word, Publisher, and Power Point. Able to learn various databases for donations and client services.
4. Excellent verbal and written communication skills
5. Friendly, flexible, able to multitask, organized, and self-motivated.
6. Able to maintain client and agency confidentiality at all times

**CONDITIONS OF EMPLOYMENT:** Drug screening and a limited criminal history check.