

Position: Referral Coordinator
Reports to: Director of Operations & Training
Hours: Part-time, 16 hours, Wednesdays & Fridays



Summary of Responsibilities:

The Referral Coordinator assists with referrals received into VIS. This includes client intake, assisting churches and other faith based organizations and building relationships with social service agencies and churches.

Mission Statement:

To empower Christians to join Christ's work in their community

Qualifications:

- A strong commitment to Christ and to serving Him through word and deed in a ministry setting
- Preferred College degree or equivalent
- Bilingual in English/Spanish preferred
- Possesses personal qualities of warmth and sensitivity, assertiveness, flexibility, self-organization, and an ability to make sound decisions
- Effective verbal and written communication skills
- Possess the ability and desire to be a team player working to fulfill the mission of Volunteers In Service
- Possess the ability to interact effectively and empathically with a wide variety of people. Be a good listener
- Proficient in Microsoft Office, especially Word, Excel & Access
- The ability to handle highly sensitive material in a confidential manner.
- Ability to perform multiple tasks simultaneously and accurately
- Excellent organizational skills and attention to detail
- Working knowledge of community resources
- Active member of a GR area Christian church

Responsibilities:

1. Receive initial intakes and identify time sensitive needs
2. Maintain ongoing tracking and appropriate documentation through VIS's intake processes for all referrals to promote team awareness
3. Enter new cases in the software system
4. Send out client letters to new clients
5. Connecting clients resources
6. Handle all requests for items needed from Covenant Furniture ministry. This includes sending applications to the ministry and working with the clients to pick up their items
7. Provide support and guidance to volunteers who have concerns or are experiencing difficulties with their volunteer experience
8. Making Connections Coordinator aware of any agencies/organizations we can partner with both as a way of meeting their client's needs and as places we can put volunteers during large group projects
9. Provide stories for use in newsletters, appeal letters, etc.
10. Other duties as deemed necessary in assisting the staff in reaching VIS's goals

Compensation: This is a part-time position. This is an "at will" position. This job description is subject to change. Please send cover letter and resume to Suzanne Reinink, sreinink@visgr.org