

# Care & Counseling Intake Coordinator

## Classification

- FT Non Exempt (Coordinator)

## Reports To:

- Care and Counseling Director

## Direct Reports:

- N/A

## Time Commitment:

24-28 hours/week, including:

- Monthly All Staff Meeting
- Weekly participation in meetings/retreats as necessary
- Participation in the life of the body through worship gatherings, etc.

## Qualifications:

- Commitment to EFCC's Statement of Faith, Mission, & Values
- College Degree Preferred
- Ministry experience
- Technology competency
- Strong organizational skills
- Able to lift up to 35lbs.
- Effective Communicator
- Embodies the following descriptive words: empathetic, listener, patient, innovative, discerning, flexible, technologically savvy, and organized.

## In a Sentence:

The Care & Counseling Intake Coordinator processes client intakes and supports the ministries of the Care & Counseling Department so as to provide appropriate care or counsel for the EFCC family and members of the community who are seeking direction, healing, wholeness and care.

## Key responsibilities include, but are not limited to:

### Process Intakes:

- Provide over the phone, emailed, and walk-in intakes during work hours.
- Process all submitted intake form requests.
- Assign clients to the appropriate caregiver with direction from the Care & Counseling Director.
- Manage all aspects of the documented intake process.
- Communicate regularly with partnering counseling centers.
- Assist the Care Pastor and Care & Counseling Director in processing urgent requests during work hours as needed.

### Financial Disbursement:

- Provide gas, food, or thrift store cards for urgent needs.
- Process financial assistance requests.
- Provide clear documentation and rationale for the disbursement of funds to the Accounting Department, the Care Pastor, and the Care & Counseling Director.

### Support Group Assistance:

- Process service request forms.
- Create and post social media promotions.
- Provide resources and printing services when requested.
- Request room reservations.

### Scheduling and Documentation:

- Following the intake, inform the care provider and client by providing follow up documentation.
- Maintain current and accurate communication, referrals, and billing with outsourced therapists.
- Accurately document and/or update all care and counseling provided.
- Maintain accurate and confidential billing and documentation through Theranest.

### Other:

- Attend EFCC staff meetings and actively participate in EFCC all church events.
- Occasional support for Care or Counseling events or groups that fall outside of regular work hours.