

Care Net Pregnancy Services of Northern Kentucky

TITLE:	Client Intake Specialist	REPORTS TO:	Center Director
LOCATION:	Williamstown	STATUS:	Non-Exempt
		SUPERVISES:	Volunteers

PRIMARY FUNCTION

- Provide the first point of contact for clients seeking services at Care Net
 - Assist Center Director/Center Assistant in day to day tasks of the center operation
 - Assist Center Director working in concert with the Director of Client Services/Nurse Manager to ensure the quality of services provided within the center
 - Relate Client/Volunteer needs and concerns to the Center Director
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PRINCIPAL DUTIES

- Field all phone calls and assess client need and schedule appointments as needed.
 - Maintain and update all appointment activity.
 - Communicate policy and procedures to volunteers to ensure compliance with center standards
 - Prepare and maintain Client files and information packets
 - Attend and assist at Volunteer trainings and in-service days
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KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS

- High School diploma or GED equivalent or at least 1 year work related/ Volunteer experience in a ministry capacity
 - Strong and effective interpersonal and communication skills
 - Intermediate PC skills in a Windows based environment
 - Bilingual in Spanish or French not required yet preferred
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SPECIAL REQUIREMENTS

- Be a committed Christian who demonstrates a personal relationship with God and exhibits a strong commitment to the Pro-Life position
- Attend center advocate/volunteer training
- Candidate must be able to work under pressure and meet deadlines
- Candidate must be detail oriented and organized
- Candidate must be able to multi-task and work independently