



CLIENT INTERVIEWER

PURPOSE

The Client Interviewer volunteer position meets with individual clients after they are registered through Client Intake. The Client Interviewer meets with the client on a one-to-one basis and interviews them to obtain information prior to their receipt of services. The Client Interviewer identifies the current needs of the client and is required to maintain appropriate documentation from the interview including inputting data into the client database. The Client Interviewer will advise clients of all available services they are eligible for at Pueblo Cooperative Care Center and will provide them with knowledge of additional community resources to assist them as warranted. The Client Interviewer will update information about the client's current residential status, household size and household members, income (and other financial information) and services received at Pueblo Cooperative Care Center.

SKILLS

The Client Interviewer must maintain a commitment to support diverse individuals in a critical need work environment. Skills and qualifications for the Client Interviewer position include:

- a. the ability to express compassion and empathy for those living on a low income, senior citizens, veterans, individuals facing substance abuse, individuals with intellectual or developmental disabilities, the homeless and others;
- b. excellent client service skills using strong, interpersonal communication methods;
- c. excellent computer knowledge and ability to use a client database;
- d. the ability to identify client needs and provide appropriate referrals;
- e. and the ability to work in a faith-based, team-oriented environment.

SUPERVISOR

The Client Interviewer reports to the Executive Director of Pueblo Cooperative Care Center or their designee.

DESIRABLE CHARACTERISTICS

The Client Interviewer must be reliable, trustworthy, maintain integrity, have patience, be punctual, understanding and empathetic to client needs.

RESPONSIBILITIES

Responsibilities and expectations for the Client Interviewer position include:

- a. Ensure that the client interview procedures are carried out with every individual accessing services in a dignified, kind and respectful manner.
- b. Ensure all interactions with individuals are maintained with confidentiality except where required by law to report.



- c. To maintain client files accurately and appropriately inputting all information in a client management system database.
- d. To identify and provide both internal and external referrals to individuals as needed.
- e. Committed to learning about and providing up-to-date information regarding programming and benefits to individuals seeking program services.
- f. Ensure work area is safe, clean and organized.
- g. To assist in other work areas at Pueblo Cooperative Care Center as qualified and needed.

WORKSITE LOCATION

326 West 8th Street
Pueblo, CO 81003

ORIENTATION & TRAINING

Every volunteer serving at Pueblo Cooperative Care Center is required to complete a volunteer application prior to starting in any position. Program-specific orientation and job training are provided by the staff at Pueblo Cooperative Care Center followed by on-the-job training with individuals serving in that position. One-on-one mentoring with staff and experienced volunteers will be provided. As warranted, a volunteer may be requested and is expected to attend in-service education sessions as needed.

TIME COMMITMENT

Shifts for volunteers can vary depending on the position an individual is volunteering for. All volunteers are asked for a commitment of a minimum of three and a half (3.5) hours per day, one day per week for six months. An individual's ability to maintain this commitment is expected.

MORNING MEETING

Every volunteer is expected to attend the morning meeting each day they volunteer their services to receive all staff updates and the distribution of current information. Staff, volunteers and invited guests meet every morning, Monday through Friday at 8:40 a.m. to review available services, discuss upcoming events and activities, address security concerns and share in development activities including presentations, awards, recognitions, birthday celebrations and more. At the conclusion of the morning meeting, those who choose to participate in a prayer gather together and pray. Prayers are offered for Pueblo Cooperative Care Center, its volunteers, individual requests, names listed on the prayer list, clients and their requests obtained from the prayer box. The decision to pray is entirely up to the volunteer and their decision to participate (or not) will be respected and honored. Group prayers are only offered at this time each day.

BENEFITS

Volunteering time to help others helps bring good to a world in need and it gives every volunteer a sense of purpose. Volunteering helps individual's increase and enhance their physical, emotional and spiritual growth and it helps to build up communities both large and small. As a faith-based organization, Pueblo Cooperative Care Center firmly believes that helping others in need is a way to honor God.



The benefits of volunteering are to be self-assessed by each volunteer as they can be both intrinsic and extrinsic in nature. Benefits experienced by volunteering may include but certainly are not limited to:

- a. grounding an individual in their foundational beliefs *and faith* while serving others;
- b. developing and contributing to community resources that further the objective of helping others and the community;
- c. developing skills by working in a team environment and interacting with clients;
- d. contributing to an efficient and high functioning non-profit organization; and
- e. to engage with and develop relationships with community members;
- f. to make new friends in a faith-based environment that believes in the value of all people.

