



## ICS Volunteer Job Description Client Navigator

**Job Title:** Client Navigator

**Program:** Centralized Intake

The Centralized Intake program is designed to more effectively provide assistance to clients that call to receive services and resources from ICS.

### **Job Description:**

The Client Navigator volunteer assists the Centralized Intake Coordinator by providing compassionate and professional phone support to clients calling for services or community resource information. Client Navigators are the initial phone representation of ICS and provide community resources, ICS resources, and computer-based screening for ICS services. Volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration and Innovation.

### **Job Details:**

- Provide information on ICS programs over the phone to clients calling for services and/or provide resource information within the community as needed
- Assess client needs using ICS computer system rubric and extensively utilize the specially designed computer program for intake screening
- Route phone calls as needed
- Provide administrative assistance to Centralized Intake staff
- Research community resources and update in-house Resource List

### **Volunteer Qualifications:**

- Professional phone skills with ability to communicate compassionately, clearly, and tactfully
- Proficiently complete in-person, zoom/video and in-office trainings & shadowing
- Exhibit strong computer skills including Microsoft Office Suite and strong ability to learn new computer skills
- Ability to handle multiple phone lines preferred
- Strong customer service skills including patience, empathy and listening with ability to communicate clearly and set appropriate conversational boundaries
- Strong skills for written communications, multi-tasking and time management
- Bilingual Spanish a plus, but not required

**Location:** Any ICS office location, NW Food Bank and Mobile Food Bank Truck

**Time Commitment:** One day a week for a 4-hour a.m. or 3-hour p.m. shift. Year commitment.