



ICS Volunteer Job Description Client Navigator

Job Title: Client Navigator

Program: Centralized Intake

Centralized Intake is a new program designed to better and 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:

- Proficiently complete all required trainings via in-person, zoom and video
- Exhibit strong computer skills including Microsoft Office Suite and strong ability to learn new computer skills
- Professional phone skills with ability to communicate compassionately, clearly, and tactfully
- 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 preferred and a plus

Location: Any ICS location with possible remote as the program develops

Time Commitment: One day a week for a 4-hour shift. Year commitment.