



Title Community Care & Intake Coordinator

Reports to Director of Connections Ministry

Love In the Name of Christ (Love INC) of Littleton

Love In the Name of Christ (Love INC) of Littleton has served the community since 2008 and is an affiliate of Love INC National, with locations in 29 states. Our mission is **to mobilize local churches to transform lives and communities in the Name of Christ.** We do this by engaging churches and Christian volunteers to offer a *hand up, not a hand out.*

Position Description:

The Community Care & Intake Center serves as the **heartbeat and front door of Love INC.** This team is often the first point of contact for individuals and families reaching out for help and the first opportunity to reflect Christ's love, compassion, and dignity.

This position is primarily administrative and relational in nature and is responsible for **onboarding, coaching, and leading a team of volunteers** who respond to community inquiries, document needs, and connect callers with appropriate Love INC ministries, church partners, and community resources.

The Ideal Candidate

The ideal candidate:

- Enjoys working with a mission-driven team
- Is very detail oriented, excels at time management and enjoys administrative tasks such as data entry, creating documentation, and coordinating assignments
- Is comfortable navigating difficult conversations and complex or emotionally charged situations
- Thrives in a fast-paced, people-centered environment
- Learns people, systems, and processes quickly

Key Responsibilities

Volunteer Leadership & Coordination

- Support and lead **20+ volunteers** by providing daily support as well as ongoing coaching, encouragement, and mentoring through individual check-ins and group trainings
- Conduct 90-day reviews for new volunteers and annual reviews for established volunteers
- Create and manage volunteer schedules, track hours served, and coordinate coverage for absences
- Develop leadership capacity within the volunteer team by identifying and training volunteer leaders to strengthen sustainability and operations

Client Intake & Administrative Oversight

- Oversee all client contacts, including message review, intake documentation, and data entry

- Manage and assign daily workflows with discernment and attention to urgency and appropriateness
- Support volunteers with escalated or complex calls and provide debriefing as needed
- Contact clients directly when necessary to ensure clarity, follow-up, or care
- Ensure accuracy, confidentiality, and completeness of all client records

Ministry & Resource Coordination

- Resource clients directly, or guide volunteers in resourcing, with appropriate agencies and organizations
- Coordinate closely with Love INC staff, volunteers, church partners, and ministry teams
- Oversee and coordinate with Love INC resource ministries

Collaboration & Reporting

In partnership with the Director of Connections Ministry:

- Support GAP Ministry operations and collaborate with Resource Teams
- Develop and track metrics that improve quality, consistency, and speed of service
- Prepare routine reports related to department performance
- Document, maintain, and update procedures to ensure effective training and operational excellence

Community Partnerships

- Build and maintain strong relationships with community agencies and organizations
- Host or attend informational meetings to cultivate referral partnerships that enhance service to neighbors in need

Other duties as assigned

Position Qualifications

- A personal, growing relationship with Jesus Christ
- Alignment with and commitment to the mission and values of Love INC
- High School Diploma or equivalent
- Strong attention to detail and ability to manage time and multiple priorities effectively
- Outstanding administrative skills
- Proficiency with email, Microsoft Office Suite, and database systems (Salesforce experience preferred)
- Willing to learn and teach new technologies that can enhance our team's efficiency
- Excellent interpersonal, communication, and organizational skills
- Ability to work independently and collaboratively with diverse individuals and teams
- Ability to pass a background check
- Ability to lift up to 20 pounds
- Agreement to employment terms as outlined in the Employee Handbook

Compensation, Location & Schedule

- Part-time: **Up to 35 hours per week**
- Typical work hours are Monday – Thursday, 8am-4pm. Some evenings or weekends required for special events
- Work location is the Love INC Office
- Hourly wage: **\$23 per hour** with an opportunity for a 90 day review and potential increase.
- Benefits include paid vacation and sick time, plus IRA contribution

TO APPLY:

Please email resume and cover letter to Ann Donelson, Director of Connection Ministries, ann@loveinlittleton.org.

Love INC of Littleton is a faith-based organization committed to serving our community through Christ-centered compassion and collaboration.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only	
Job code	Part-time
Job title	Community Care & Intake Coordinator
Management? (Yes/No)	No
E/NE status	Non-exempt
Last revised	February, 2026