**POSITION TITLE:** Intake Specialist (IS)

**DEPARTMENT:** Grace Counseling Services (GCS) / Connections, Care & Counseling

**REPORTS TO:** Departmental Pastor

**CLASSIFICATION:** Part-Time, Hourly (30 hours/week standard; up to 42 hours during IDS's maternity leave). **This could be a role for one person or for two persons to fulfill**

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## POSITION SUMMARY

The Intake Specialist (IS) serves as a primary representative of Grace Counseling Services, the critically important first impression, managing front-office hospitality and administrative responsibilities. Operating as an onsite presence, this role ensures a seamless, welcoming, and compassionate environment for clients, guests, and therapists, directly supporting the mission of Grace Community Church. This position has in-person hours during the week and some evenings.

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## CORE RESPONSIBILITIES & TASKS

### 1. Hospitality & Front Office Operations

- Manage the reception area to maintain a professional, welcoming environment in line with leadership's vision.
- Welcome arriving clients, guests, and therapists, serving as the first point of check-in and interaction.
- Oversee reception amenities, including seating preparation, decor, coffee stations, snacks, and water.
- Perform daily facility upkeep: tidy the kitchen, restrooms (only if needed; Facilities Team Member cleans twice per week), group spaces, and reception area; sweep and light-mop individual therapy rooms if needed.
- Execute opening and closing protocols for the counseling center according to established guidelines.

**2. Client Intake & System Administration**

- Process client intakes, guide individuals through the registration portal, and ensure the completion and collection of required forms.
- Coordinate initial appointment scheduling and manage the central GCS calendar.
- Maintain data integrity within the TherapyNotes Electronic Health Record (EHR) system.
- Manage and update administrative tracking documents, spreadsheets, and files using Google Workspace (Docs and Drive).

**3. Purchasing & Logistical Support**

- Process department purchase requests and order food for scheduled meetings.
- Monitor inventory and run offsite errands for office supplies at designated vendors (e.g., Costco, Walmart, Target).
- Coordinate facilities and promotional requests following standard ministry administrative procedures.

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## POSITION REQUIREMENTS & QUALIFICATIONS

**Spiritual & Cultural Alignment**

- An active, growing personal relationship with Jesus Christ.
- Active membership at Grace Community Church, with a strong commitment to its culture, mission, and community outreach.
- Empathy for individuals seeking care, viewing the ministry as a supportive space for healing; an onramp to serve as a hospital for hurting people.
- Timely & Orderly.

**Skills & Experience**

- **Administrative & Technical:** Strong proficiency in Google Workspace and a capacity to learn specialized Electronic Health Record (EHR) software. Highly organized with strong attention to detail.
- **Communication & Interpersonal:** Excellent verbal and written communication skills. Ability to interact with the public, staff, and clients with compassion, clarity, and professionalism.
- **Operational Drive:** Self-motivated starter capable of managing shifting priorities, multitasking, and taking initiative.
- **Preferred Experience:** Prior administrative experience within a professional counseling center, medical office, non-profit, or corporate ministry setting is highly valued but not required.