

# Seven Loaves Food Pantry

Job: Client Intake Specialist

Duties for new client:

- 1) Receive clients and start a new file.
- 2) Verify qualification information including place of residence and personal information with approved documentation as noted in training materials.
- 3) Complete the enrollment form front and back.
- 4) Make sure to ask if any additional social services are needed, direct clients to the resource table or contact the client manager to assist when appropriate.
- 5) Complete the food distribution card ("Blue Card") and give it to the client and direct client to the personal shopper.

Duties for returning client:

- 1) Receive client and verify personal and family information is still accurate. Ask for documentation that may have been missing on a previous visit.
- 2) Modify client information as necessary to maintain an accurate record.
- 3) Verify that client qualifies for food support during the visit based upon the rule of one visit per calendar month.
- 4) Make sure to ask if any additional social services are needed, direct clients to the resource table or contact the client manager to assist when appropriate.
- 5) Complete the food distribution card ("Blue Card") and give it to the client and direct client to the personal shopper.

Information:

New clients are always provided food services even if they do not have the proper documentation on their first visit. It is the duty of the intake specialist to inform clients that on their next visit they must provide the missing documentation in order to receive service.

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