



KARM Volunteer Position Description

Title: Triage Interviewer

Reports to: Men's and Women's Outreach Coordinators

Purpose/Overview: The Triage Interviewer will be a connection to persons in Crossroads who are working on specific facets of their journey out of homelessness. The specific resources and direction needed to navigate housing, work, disability, probation, or other challenges can be overwhelming, and the Triage Interviewer will be a reference and guide with which men and women may closely work to move forward in their situation.

Responsibilities:

- Assists and works closely under designated Outreach Coordinator
- Convey deep value and hope to men and women who are struggling to grow and change, stemming from a vibrant, mature relationship with Jesus
- Become familiar with the resources for homeless men and women in the Knoxville area
- Be willing to communicate steps and directions and follow up with individuals to monitor and encourage progress
- Meet weekly with men and women to build relationship and instill hope and value
- Contact and communicate with other agencies as a representative of individuals and of KARM, becoming a liaison that strengthens individual guests
- Conduct interviews and create assessments
- Meet with Outreach Coordinator at least once per month or as needed for ongoing problem solving, training and or updates

Time Commitment: One 3.5 hour shift per week for one year at minimum

Qualifications:

- Mature follower of Jesus
- Great boundaries
- Familiarity with basic computer functions/data entry
- Good listener
- Good interviewing skills
- Self starter and motivator of others
- Sociable, good interpersonal skills

Training/Preparation (several components are ongoing and accomplished throughout the year):

- KARM Volunteer Orientation
- Initial meeting & orientation with designated Outreach Coordinator
- Onsite orientation & training by Crossroad's Staff
- Frontline Training I,II,& III (off-site training offered by Compassion Coalition)
- HMIS (Homeless Management Information System) Training

- Required Reading: **When Helping Hurts**
- Suggested reading: **Same Kind of Different as Me**
Christian Caregiving
Under the Overpass
Salt and Light Guidebook – Compassion Coalition (as reference)

Interested in this position? Click [here](#) register to attend the next KARM Encounter to learn more about KARM and for more information on how to apply.