

POSITION DESCRIPTION

Position: Administrative Assistant / Intake Coordinator
Reports To: Program Director
Program: Home Start

Status: Non-Exempt
Date Revised: 12/2020

POSITION SUMMARY:

The Administrative Assistant / Intake Coordinator is responsible for assuring quality service in a safe, non-judgmental manner to all clients, visitors and employees compassionately and professionally as it relates to the specific administrative job duties. Administrative objectives include clerical support, assist with the operating needs, and providing professional direction and guidance to clients, visitors and staff as required. Intake objectives include assessment and intake for those clients referred to Home Start utilizing Coordinated Entry process; which includes collecting documents and following up with clients to ensure they are successfully enrolled into the program. This position assists with VISPDAT, HMIS, data quality monitoring, and report generation while maintaining quality relationships with all area service providers. Work is performed in a cost effective and service-oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Perform daily responsibilities for the operating needs of the program.
 - 1. Maintain application materials, manage application schedule, and waitlist.
 - 2. Receive all incoming calls, answer questions for clients, visitors and staff, and direct calls as needed. Greet the public and assist all walk-in visitors to the property.
 - 3. Provide basic program eligibility information and family resource information as needed.
 - 4. Provide program orientation and execute lease agreement with all new residents
 - 5. Coordinate repairs and unit turn over to maintain HUD habitability standards.
 - 6. Coordinate the purchase of supply orders.
 - 7. Attend meetings as alternate for Program Director as assigned.

- B. Provide clerical assistance for the team.
 - 1. Data entry.
 - 2. Create spreadsheets and reports as requested.
 - 3. Copy, email, fax and distribute documents.
 - 4. May perform other duties as assigned.

- C. Responsible for all aspects of the intake process.
 - 1. Complete all intakes according to HMIS standards.
 - 2. Enter all guests into HMIS.
 - 3. Assist with VI-SPDAT for those guests that don't have one on file.
 - 4. Maintain positive interactions with guests, staff, and partner agencies.
 - 5. Develop ongoing interview schedule and process for daily intakes of new guests.

- D. Responsible for self-development.
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Cross training.

3. Attend staff meetings/assigned training and complete required certifications as needed to perform duties.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent is preferred. Two (2) years working experience in social services required. Working knowledge of HMIS and VI-SPDAT strongly preferred. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homeless families as well as persons with disabilities. Necessary office skills include proficiency with computers, especially data entry using Excel and report creation using Word Processing. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor. Valid California driver license and ability to meet organizations insurance carriers' guidelines required.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Computer skills
Ability to type a minimum of 40 wpm
Organizational skills
Analytical and decision making ability
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of office supplies
Stand, walk, bend, stoop, and sit frequently
Climb stairs as needed
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

This position does not supervise.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with visitors, clients, and all levels of staff. The Administrative Assistant / Intake Coordinator is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

None

NUMBER OF EMPLOYEES:

No employees report to this position.

This Administrative Assistant / Intake Coordinator job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____