

## **POSITION DESCRIPTION**

Position: Intake Coordinator  
Program: A Street Shelter  
Reports to: Program Director

Status: Non-exempt  
Date Prepared: 11/2019

### **POSITION SUMMARY:**

The Intake Coordinator is responsible for assuring quality service in a safe, non-judgmental manner to all program participants, compassionately and professionally as it relates to the specific program objectives. Objectives include promoting a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet individual needs. This process will be guest centered, based on the self-determination and an individual strengths of the participant. The principle of self-determination gives guests a sense of control and empowerment to actively overcome obstacles and maintain stability while giving them a voice in the development of their service plans. The strength-based approach to every aspect of response, placement, and stabilization will be utilized, encouraging participation in voluntary services. All services are provided with a housing first approach in a low barrier shelter environment. In addition, the Intake Coordinator facilitates connections to mainstream and community-based services, including public benefits and/or entitlements; treatment resources for on-going recovery and health care needs and other services that may be continued once the guest is in permanent housing.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for intake process and assimilation of all guests.
  - 1. Coordinate the time for each participant move-in and walk-through.
  - 2. Completes the intake process for all guests.
  - 3. Enters all information accurately and timely into the HMIS system while meeting all reporting requirements.
  - 4. Provides VI-SPDAT evaluation to guests who do not have one on record.
  - 5. Orients guests on shelter policies, rules, rights, and responsibilities.
  - 6. Coordinates clothing, personal supplies, etc. for all guests.
  - 7. Assigns space for guest including storage.
  - 8. Establishes supportive, mutually respectful relationships with all guests.
  - 9. May perform other duties as assigned.
  
- B. Responsible for assistance with guest development and safety.
  - 1. Support the low barrier shelter team in implementing plans to assist the guests in the successful procurement of housing.
  - 2. Identify additional services that may benefit the guest and assist them in the process to locate them.
  - 3. Coordinate all program referrals as needed, including those to case management services.
  - 4. Responsible to assist guests in obtaining identification or other documentation.
  - 5. Role model positive behavior to help guests as they work towards self-sufficiency.
  - 6. Maintain clear, thorough, routine communication with all guests treating each with dignity and respect.

7. De-escalate crisis before it develops and respond to crisis in an appropriate, professional manner, providing emergency assistance to guests and co-workers as necessary.
- C. Responsible for reporting, communication, and documentation in compliance with company policies and contract regulations.
    1. Document and report all guest concerns and/or infractions that can affect the program security.
    2. Provides daily reports on capacity, demographics, etc.
    3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  - D. Responsible for the assistance of training and development of staff.
    1. Assist the Program Director by mentoring all support staff as needed.
    2. Assist the Program Director in department orientation and training of new employees as requested to assure quality work outcomes and employee engagement.
  - E. Responsible for self-development.
    1. Continually learn and enhance technical and interpersonal skills.
    2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

Three or more years experience in Social Services is required. Prior experience working with homeless individuals who have many barriers to independence required. Experience working in a low barrier shelter preferred. The Intake Coordinator must be willing and able to create an environment that is respectful, without ethnic or social prejudices with a trauma informed care approach. Must have working knowledge of motivational interviewing and client centered strength based approach. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with guests with varying needs and levels of functioning in a low barrier program. This position requires demonstrated ability to communicate and comprehend oral and written instructions. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

**SPECIFIC SKILLS REQUIRED:**

Trauma informed care experience  
 Oral and written communication skills  
 Conflict management and de-escalating skills  
 Willing and able to work using the low barrier practices  
 Professional demeanor displaying dignity and respect  
 Non-punitive, non-disciplinary approach  
 Computer skills  
 Organizational skills

Problem solving  
Analytical and decision making ability

**ANNUAL TRAINING REQUIREMENTS:**

Best practices in ending homelessness: motivational interviewing, housing first, trauma informed care, harm reduction, and critical time intervention  
Person centered and strength based care  
Low barrier practices  
Moral injury and resiliency strength training  
Diversity and cultural sensitivity  
Working with chemically addicted and mentally ill individuals  
Understanding and identifying domestic abuse  
Mandated reporter requirements  
Non-violent communication, de-escalation, and practical assault responsiveness  
Children's issues in family recovery and homelessness  
Ethical standards and professional code of conduct  
Cultural competency  
Identifying and addressing staff co-dependency issues  
Understanding and adhering to federal laws of confidentiality and HIPAA regulations  
Communicable disease prevention and universal healthcare precautions  
Food safety and food handling for all those who prepare or serve food  
Emergency evacuation procedures  
ADA requirements and reasonable accommodations  
Prohibited harassment

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Physically able to safely maneuver weight distribution of a client in an emergency situation  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally  
Climb stairs where programs have more than one level  
Be able to maneuver quickly in emergencies to assist clients as needed

**NATURE OF SUPERVISION RECEIVED:**

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

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, guests, and all levels of staff. The Intake Coordinator is responsible for promoting company image and adhering to company

practices and procedures, while establishing and maintaining good working relationships with all guests and staff. Professionalism, tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This 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.

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Employee Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_