

## POSITION DESCRIPTION

Position: Intake Specialist  
Program: Winter Shelter  
Reports to: Program Director  
Status: Non-Exempt  
Date Revised: 10/2017

### POSITION SUMMARY:

The Intake Specialist is responsible for assessment and intake for clients utilizing Coordinated Entry process; this includes providing orientation, collecting documents and following up with clients to ensure they are successfully enrolled into the program. This position assists with VISPDAT, HMIS and orientations while maintaining quality relationships with all area service providers.

This is currently a temporary/seasonal position, however that could change if the program length is extended.

### OBJECTIVES/ACTIVITIES:

- I. Responsible for performing daily work requirements to achieve established objectives of the department.
  - A. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
  - B. Maintain positive interactions with clients and area providers.
  - C. Develop ongoing interview schedule and process for daily intakes of new clients.
  - D. Assist with facilitation orientation.
  - E. Maintain documentation on assessments and intakes according to HMIS standards.
  - F. Provide other documentation as required by funding source and/or VOA.
  - G. Maintain records of all services rendered.
- II. Responsible for assistance with client development.
  - A. Assure a safe, non-judgmental environment for the clients.
  - B. Maintain positive, professional, relationships with clients and staff.
  - C. Participate in agency and outside training sessions.
- III. Record keeping and communication.
  - A. Maintain files on each client which will include assessment information and intake information to maintain and improve self-sufficiency.
  - B. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  - C. Maintain daily, clear and thorough communication with the Program Director on all areas of responsibility listed in this job description.
- IV. Responsible for all areas of daily program maintenance in compliance with company policies.
  - A. Document and report all client concerns and/or infractions that can impact the program security and safety.
  - B. Secure approval for exceptions to standard policy.
  - C. Notify Program Director of potential workflow problems and resource needs necessary to attain performance standards.

- D. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
- E. Provide emergency shift coverage as needed.
- F. Perform reasonably related duties as assigned by the Program Director.

V. Responsible for self-development

- A. Continually learn and enhance technical and interpersonal skills.
- B. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

High School diploma or GED is required. A Bachelor’s degree is preferred. This position requires the ability to provide services to clients without ethnic or social prejudices. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, mental illness, addiction and recovery, and dysfunctional family dynamics is preferred. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. A valid California driver’s license, proof of insurance, and a clean driving record is required. Must have flexibility to work irregular hours and have the willingness to function as a team member.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills

Ability to de-escalate crisis situations and assist clients and staff in emergency situations

Oral and written communication skills

Ability to assist other people in a compassionate manner while maintaining professionalism.

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, LBGTO, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**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

**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, clients, and all levels of support staff. This position is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**This Intake Specialist 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: \_\_\_\_\_