

POSITION DESCRIPTION

Position: Intake Specialist Status: Non-Exempt
Program: Rapid Re-Housing (RRH) Program Date Revised: 08/2020
Reports to: Program Manager

POSITION SUMMARY:

This position works to effectively enroll clients into the RRH program. The position is responsible for assessment and intake for those clients referred to RRH utilizing Coordinated Entry process; this includes providing information to help clients understand services available through RRH, collecting documents and following up with clients to ensure they are successfully enrolled into the program. This position assists with VISPDAT and HMIS while maintaining quality relationships with all area service providers.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
 - 2. Maintain positive interactions with applicants and area providers.
 - 3. Maintain applicant files which will include personal information, educational and job skills, criminal background, substance abuse history, homeless certification and all other eligibility data.
 - 4. Develop ongoing interview schedule and process for daily intakes of new clients.
 - 5. Maintain documentation on assessments and intakes according to HMIS standards.
 - 6. Participate in Volunteers of America and outside training sessions.
 - 7. Provide other documentation as required by funding source and/or VOA.
 - 8. Maintain records of all services rendered.

- B. Responsible for assistance with client development.
 - 1. Assure a safe, non-judgmental environment for the clients.
 - 2. Maintain positive, professional, relationships with clients and staff.
 - 3. Participate in agency and outside training sessions.

- C. Record keeping and communication.
 - 1. Maintain files on each participant, which will include assessment information and intake information to maintain and improve self-sufficiency in accordance with file standardization policy.
 - 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 - 3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.

- D. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Document and report all client concerns and/or infractions that can affect the program security.
 - 2. Secure approval for exceptions to standard policy.

3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
5. Provide emergency shift coverage as needed.
6. Perform reasonably related duties as assigned by the Program Manager.

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:

High School Diploma or equivalent is required. A Bachelor's degree is preferred. This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of HUD homeless eligibility requirements and local social service providers. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. Must have flexibility to work irregular hours and have the willingness to function as a team member. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check. Must have reliable vehicle for work use (mileage will be reimbursed).

SPECIFIC SKILLS REQUIRED:

Teamwork skills
 Oral and written communication skills
 Ability to assist other people
 Organizational skills
 Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
 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 Manager or designated lead. 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.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus, all expenditures must be approved by the Program Manager.

NUMBER OF EMPLOYEES:

No employees report to this position.

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.

Employee Signature _____ Date Signed _____