

EAST RIVER FAMILY STRENGTHENING COLLABORATIVE JOB DESCRIPTION

INTAKE SPECIALIST

ERFSC is currently seeking an Intake Specialist who will be responsible for assisting the department through intake and referral of seniors and families. The candidate will provide clients with information and referrals, network with and coordinate referrals from partner agencies, do monthly reporting, provide basic program information on agency services and perform other administrative assistance as needed.

PRINCIPAL ACCOUNTABILITIES:

Complete the intake process for all individuals seeking assistance through the Senior Services program; Evaluate service needs and determine the type of services required and make recommendations to senior services staff. Participate on multi-disciplinary team to give input on the initial intake of seniors served.

Maintain a Home Delivered meals client case load which includes completing home delivered meals assessments, enrolling clients in the program, maintaining and monitoring clients in both QuickBase and CSTARs data bases.

Process client requests for assistance with utility bills, water bills, gas rental and small repairs. This includes: processing flex fund request, collecting and submitting required documentation and assisting client with obtaining other resources.

Provide information and referrals to seniors on the various services available at ERFSC and within the community to assist seniors integrate with networks and community-based services.

Document incoming referrals for seniors in need of ERFSC services; maintains a referral log that is updated daily. The log will contain information to enable staff to readily determine the status of a referral. Maintains up-to-date written client intake forms on clients).

Collect and input client information into the database; compiles monthly statistical reports.

Receive and forward telephone calls in a pleasant, professional and courteous manner. Provide caller with accurate information when requested or if caller is unclear on desired individual or services.

Provide administrative and clerical support to administrative functions of the department which may include: data entry; photocopying, faxing and filing.

Maintain strict confidentiality in all matters, including but not limited to, clients, personnel, budgets, contracts, Board of Directors and all other non-public business information.

SUPERVISORY RESPONSIBILITIES

No direct reports.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each principal accountability satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Work Experience

Two to three years experience working in a similar capacity is desired. Must have experience with case management. Experience with data entry and administrative assistance is required.

B. Education

Bachelor of Social Work, Psychology or Sociology or a closely related field is required; an equivalent combination of education and social services experience required.

C. Certifications/Licensure

Valid Driver's License required.

D. Specific Knowledge and Abilities

Knowledge of administrative methods, standard office equipment operation and general clerical procedures; Strong organizational and time management skills necessary; Able to type 40 WPM; Must have knowledge of issues facing residents of Ward 7; Knowledge of and the ability to follow confidentiality protocols; Knowledge of case management methods; Able to work with community residents and community based organizations; Able to exercise good judgment in evaluating assessment situations and making decisions; Able to define and evaluate problems and determine or suggest solutions; Able to establish facts and draw valid conclusions; Able to assess an environment by listening to what is said, what is not said. Ability to multi-task and document pertinent details within defined time constraints is essential; able to interact in a professional and courteous manner with clients, colleagues and partner agencies (public and private); ability to quickly assess information provided to determine which program/service meets the needs of the client; must be versed in the policies/procedures of all agency programs in order to make the best assessment possible, regarding service delivery in a very limited amount of time.

E. Computer Skills

Must be proficient in basic MS Office programs including MSWord, Excel, Outlook and Explorer; Data entry in various database programs.

F. Communication/Interpersonal skills

Good written and verbal communication skills are required; Courteous and responsive to the public; Able to gather assessment information through conversation, listening and observation skills; Able to engage, build and maintain relationships with clients through strong interpersonal skills; Able to establish and maintain effective working relationships and work with others; Able to maintain professionalism at all times.

G. Work Traits

Organized, dependable, flexible, analytical, thorough; able to work independently and within a team effectively; demonstrated cultural competence and responsiveness and a sincere interest in the mission and vision of the organization.

SPECIAL CONSIDERATIONS

A. Working Environment

Indoor office environment 80% of the time; in the Ward 7 community and other agencies and organizations 20% of the time.

B. Travel

Local travel; personal vehicle desired.

C. Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit at a workstation and use a personal computer and telephone. The employee must regularly lift and/or move general office supplies, files or boxes weighing up to 10 pounds.