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**JOB DESCRIPTION**

**Job Title:** Intake Specialist

**Reports To:** Program Coordinator - Workforce Development Services

**Classification:** Full Time / Non-Exempt

**Schedule:** Monday through Friday / 8 am to 5 pm (Some weekends and evenings)

**Salary Range:** $14.25 - $15.50 / Hourly

**Date Released:** February 2017

**Summary:**

The Intake Specialist (IS) will act as the primary contact for potential participant(s) as they navigate through the enrollment process of the Center for Working Families (CWF). This person will be responsible for conducting the initial pre-screening over the phone to determine eligibility for the program. The IS also collects and enters participants’ demographic information in the Efforts to Outcome (ETO) database and assists with reports and file maintenance. This person works closely with all the CWF coaches to keep an open line of communication on all services provided to participants. The IS also ensures the coordination of all program-related orientation and workshops events.

**Intake Duties:**

1. Provide potential participants with information regarding document requirements, eligibility criteria and enrollment requirements
2. Conduct the initial pre-screening with clients to determine their eligibility for the program
3. Contact eligible clients to invite them to attend the monthly orientation and workshops in order to enroll in the CWF program
4. Ensure that all funder required documents are collected and included in the participants’ files by the conclusion of the workshops – required documents are to verify the clients identity and proof their Broward County residency
5. Capture participants’ demographic information for data collection and reporting purposes
6. Ensures that all participants’ information is correctly entered into the ETO and the SAMIS databases.
7. Responsible for all logistics and setup of orientation and workshops one (1) hour prior to each event
8. Respond to phone/email messages and assist with phone calls, scheduling participants’ appointments and follow-ups with all CWF coaches
9. Complete and submit monthly reports for various funders and contracts
10. Create and maintain participants’ files and ensure that all files are locked and secured on a nightly basis
11. Assist CWF coaches in entering participants’ case notes information in program databases when needed
12. Assist Workforce Development ServicesProgram Coordinator and CWF Program Management in collecting data, supporting documents or related paperwork to prepare monthly invoices and quarterly reports
13. Assist with data entry, filing, photocopying, faxing, and any other clerical duties as assigned

**Referral Services**

1. Be up to date and make referrals to a variety of public and community agencies providing food, shelter, clothing, medical, educational and other services
2. Assist participants in obtaining basic services needed for independent living
3. Maintain proper and constant communication with the CWF staff to overcome any problem related to the participants’ status or non-compliance of program requirements.
4. Perform other duties as requested by Workforce Development Services Program Coordinatorand CWF Program Management

**Event Coordination and Presentation:**

1. Conduct group and individual orientations to provide participants with information about the program
2. Coordinate logistics for all events related to CWF activities including leading the orientation and monthly workshop process, setting up and breaking down the room, food ordering, pick-up and delivery
3. Greet clients and distribute materials and any other pertinent information on all programs during the Orientation
4. Greet clients and hand out applications/forms, explain and assist clients with the completion of all required applications at workshop
5. Participate in various outreach events to inform the community about CWF

**Qualifications and Skills:**

1. Associate’s Degree from an accredited college in social work or business with a minimum of two years experience in office administration and/or support - *Bachelor’s Degree Preferred*
2. Excellent organizational skills, dependent and responsive with attention to details and ability to prioritize multiple task with exceptional customer service skills
3. Ability to work effectively in team environment, excellent interpersonal skills with positive attitude and maximum discretion when handling sensitive and confidential information
4. Exceptional analytical and data entry skills with ability to operate computer systems and software such as Microsoft Word, Excel, Power Point, Outlook and Internet
5. Extended knowledge of community and social services in Broward County
6. Willingness to work flexible schedules as deemed necessary including weekends and evenings
7. Must be fluent in English and Spanish oral and written communication
8. Punctuality is a must
9. Ability to travel independently with possession of a valid Florida Drivers’ license

*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

*“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”.*

I have read my job description and understand my responsibilities.

Employee’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

February 2017