JOB DESCRIPTION

Intake Specialist - Bilingual
FLSA Status: Non-Exempt

Summary of Position: The Intake Specialist will serve as the primary person to provide intakes for Community Programs as well as the information contact for persons inquiring about Community Programs.

Specific Duties:

- Primary go-to person for information requests related to Community Programs and Connections services by phone as well as face-to-face walk-in inquiries.
- Complete Internal Referral Forms to connect individuals seeking services to Community Programs and call back individuals seeking information about Community Programs or Connections services.
- Maintain referral database and provide external referrals as needed.
- Complete HMIS and other intakes and assessments leading to program qualification for Community Programs.
- Maintain required intake and program documentation for Community Programs as well as statistical data and reports required by the program and supervisor.
- Make follow-up and outcome call-backs for Prevention and other Community Programs.
- Participate in department staff meetings, supervision, care coordination and other meetings as needed or directed.
- Represent the agency at community events, resource fairs, and service provider meetings to share information about Community Programs and Agency services.
- Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
- Perform other duties as assigned.
The following qualifications are requirements for the position:

- Able to work independently and with diverse populations
- Flexible schedule – able to work some evenings and weekends
- Good speaking, writing and interpersonal skills
- Computer literacy in Microsoft Word and Excel and in client database usage
- Written and spoken fluency in English and Spanish languages
- HS Diploma/GED

The following qualifications are highly desirable:

- Valid Illinois Driver’s License and must be insurable under agency policy.
- Associate’s or BA in social services field
- Experience working with people experiencing homelessness and/or working with individuals with serious mental illness preferred.
- Experience with HMIS

Other requirements:

- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community Programs
June, 2020