



## Position Description

<b>Position Title:</b>	Family Intake & Resource Specialist
<b>Reports To:</b>	Program Director
<b>Classification:</b>	Exempt

### POSITION SUMMARY

The Family Intake & Resource Specialist (FIRS) manages The Caring Place's (TCP) client intake process and identifies referral resources for families, especially as it relates to post-program housing and housing referrals. General duties include identifying and recruiting potential families, managing the family intake process, and partnering with program leadership to prepare families for the program intake process (selecting and preparing families for interview, application, and selection processes). They will lead the development of housing and other resource referral sources for families. He/she will be the lead keeper and reporter of family intake data. He/she will also help manage The Caring Place's relationships with county-wide agencies that guide people experiencing homelessness to services needed (i.e. area homelessness prevention access hub, etc).

### ESSENTIAL FUNCTIONS

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- First point of contact for The Caring Place with collaborating with other agencies to identify and process families served; works to increase the pool of program families served.
- Responsible for initial family intake system and processes (intake assessment and paperwork, initial contact with intakes, intake management and documentation)
- Oversees the work of volunteers as they receive calls from families interested in TCP and review the call logs for persons who may qualify for the program or who need to be referred to other services. Obtains help from the Program Director/staff as needed.
- Schedule and prepare families for interview, denial, or selection and acceptance processes with assistance from Program Director/staff as needed.
- Help maintain computer and hard copies of client files and data, alongside program staff.
- Licensed and trained to manage data entry into and reports needed from the county-mandated Homeless Management Information System (HMIS) system for TCP.
- Assist program staff with updating computer and hard copy family file systems on a needed basis.

- Maintain and identify resource relationships related to independent housing options for all families, especially for post-program housing; assist with developing new community resources for families.
- As needed, represents TCP in the community to raise awareness and network with other agencies, and religious and civic organizations.
- Other duties as assigned.

**QUALIFICATIONS**

*Qualifications are a combination of education, related experience, knowledge, skills, and abilities. The judgement of an acceptable equivalent combination of qualifications is the responsibility of management.*

**Education**

Level

Associate's Degree; Bachelor's preferred

Area of Study

Social Work, Human Services or closely related field

**Experience and Certifications**

- Two to four years of Social Work or Human Services work.

**Knowledge, Skills, and Abilities**

- Proficient in intake and assessments.
- Effective resource investigations and linking, especially related to housing.
- Ability to relate well with all types of people, attentive and active listener; patience to hear others out and build rapport with dignity and tact; ability to effectively manage change and support and promote acceptance; encouraging, motivating, clear and effective communicator.
- Effectively help manage all families and family intake documents during the intake process.
- Must have strong oral and written communication skills in their work negotiating with supervisors, other staff, clients/families, and volunteers.
- Ability to work effectively in a deadline-driven, multi-priority environment; exhibit consistent usage of effective time management skills and appropriate resource management; communicates challenges and delays with intakes to supervisor.
- Provides others with timely and organized information, reports, and family data; provides clear directions, shares responsibility, and accountability; includes and consults with appropriate individuals as needed.
- Provides accurate results that are purposeful and complete; exhibits high standards for excellence, and attention to detail; relays information that is sufficiently detailed and provides the desired effects.
- Ability to solve problems while producing effective solutions; probes all appropriate resources for solutions; takes initiative to identify and improve systems and processes.
- Ability to use and learn technology such as Microsoft Office, Google Drive/Docs, Clarity HMIS, client relationship management systems, and TCP program/management software.
- Spanish speaking is favorable.

**PHYSICAL REQUIREMENTS**

This position requires (check all that apply):

- Normal periods of sitting and standing in an office environment.
- Extended periods of sitting at a workstation/desk in an office environment.
- Extended period of standing.
- Lifting and/or pushing objects up to 20 lbs. on an occasional basis.

**WORKING CONDITIONS**

Work is performed inside an office building and out in the community as needed. This position regularly may require some evening and weekend work. Some travel is required.

---

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

---

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date