



Job Title: Homeless Service Intake Assistant

Organizational Unit: Homeless Services Program

Reports to: Homeless Services Program Director

Classification: Full Time, Non-Exempt

Position Summary

The Intake Coordinator will focus on answering the community's inquiries as it concerns Community Services Agency in an intentional, empathic, and strategic manner to meet the current high demand of need. The Intake Coordinator will support the Homeless Services Program and receive direction from the Homeless Services Program Director. The Intake Assistant will work collaboratively with the Homeless Services and Homeless Prevention Services Team to ensure program goals and deliverables are met.

Duties and Responsibilities

- Acts as first contact with clients, volunteers, guests, and donors who visit our nonprofit agency.
- Answers incoming phone calls pertaining to homeless services, answers questions, and directs them to appropriate staff.
- Assess and verify client's needs, which include questions about the agency, community resources and other general information.
- Follow-up and support community members accessing agency programs and services.
- Create, maintain documentation related to actions related to the intake process.
- Support Homeless Services Program with data entry in Salesforce and Clarity databases.
- Work closely with program staff to identify and monitor potential issues or improvements that arise through the Intake process.
- Work closely with the program staff to develop materials to enhance the Intake process
- Connects families to other opportunities and resources at CSA.
- Assist with food program enrollment, as needed.
- Support other front office key functions.
- Work collaboratively in a team environment; follow directions and work independently with limited supervision, when necessary.

- Treat all community members with dignity, compassion, and respect while adhering to program rules and procedures.
- Other duties as assigned

Qualifications

- Bilingual and biliterate in English and Spanish preferred.
- Bachelor's degree in social work, public health, or related field or equivalent experience.
- Outstanding customer service skills. Excellent communication skills, including public speaking, writing, and active listening.
- Experience with providing culturally competent support
- Computer skills including proficiency in MS Word, Excel, PowerPoint, and ability to quickly learn and develop proficiency with tracking database systems.
- Ability to exercise good judgement, take initiative and make diligent, thoughtful, independent and timely decisions. Ability to work effectively in a cross functional team setting

Physical Requirements

- Must be able to lift up to 25 lbs.
- Required sitting, working on computer, and use of phone.

Salary and Benefits

This is a non-exempt, hourly position. Salary will be commensurate with experience.

Salary Range: \$21.50-\$23.00/hour

Benefits include medical; dental & vision; chiropractic & acupuncture; employer contributed retirement plan and an Employee Assistance Program. The cost of employee medical benefits is paid 100% by employer.

Direct Reports

None

If you are interested in applying for this position, please contact Homeless Services Program Director Janice Bonello at [**jbonello@csacares.org**](mailto:jbonello@csacares.org)