

**Youth Shelters & Family Services
Job Description**

TITLE: Intake Coordinator
SUPERVISOR: Clinical Director

PURPOSE: An intake coordinator manages the registration and referral process of clients as they begin the process for housing services. Provide oversight of housing plans for youth experiencing homelessness, to include: Set up and coordination of wrap around services; Solicitation of services to meet specific needs; Assist with housing search and placement along with leveraging supportive services that will assist the participant household to maintain housing; Provide file maintenance and reporting, provide outreach to young people experiencing homelessness, administer coordinated entry assessment.

GENERAL DUTIES

- Maintain familiarity with all aspects of Youth Shelters and Family Services' (YSFS) philosophies, integrating and applying philosophies into everyday interactions and practice
- Maintain familiarity with and abide by all aspects of YSFS' internal policies and procedures
- Participate as a member of agency and program teams

PRIMARY DUTIES

- Exercise some discretion and judgment, assume responsibility and work under supervision
- Provide supportive services; oversight of client referrals; and other program services and systems
- Maintain dynamic interaction with the housing program directors and Clinical Director concerning legal issues and program functioning

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SPECIFIC DUTIES

- A. Managing and performing timely intake processes on referrals including completion of the coordinated entry assessment and documentation of eligibility.
- B. Provide street-based services to homeless and at-risk youth. Locate homeless and at-risk youth to provide street based services
- C. Facilitate trusting relationships with clients by responding to basic needs
- D. Administer coordinated assessment in community settings.
- E. Assist in addressing housing issues in conjunction with appropriate community resources
- F. Assess housing barriers of youth and young families experiencing homelessness to determine housing and service needs.
- G. Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- H. Provide supportive services from screening and intake to placement including: intake interview to determine client's needs, goals, and eligibility; completing client assessments; and providing discharge and after-care planning and implementation for clients, as assigned
- I. Provide housing counseling and budget training for clients to help prepare them for housing. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- J. Providing assistance in tracking enrollment and supervising timelines by considering funder guidelines, completing various reports and forms, drafting referrals as well as resource materials for clients
- K. Maintain comprehensive client case files, as determined by program and funding requirements, providing oversight of the file maintenance procedure
- L. Collect and report program data, including but not limited to Homeless Management Information System (HMIS) reporting and funders' required data. Assist in completing all appropriate monthly and annual report forms
- M. Maintain compliance with all funding requirements for service provision meeting all individual staff requirements, including training
- N. Participate in the emergency on-call system, as assigned
- O. Provide backup support to the daily functions of the administrative office, as assigned
- P. Assume *other responsibilities** as assigned.

**Other Responsibilities*

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.

I understand and will comply with the job requirements listed above. _____ Employee Initials
Updated: 04/2020 **Intake Coordinator**

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REQUIREMENTS and EXPECTATIONS

- Requires knowledge and belief in “Housing First” philosophy and strategies.
- High integrity when dealing with a broad array of cultures and restricted and/or confidential information
- Sensitivity to cultural and socioeconomic characteristics of population served. A commitment to empowering others to solve their own problems. A conviction about the capacity of people to grow and change.
- Education and Experience Requirements:
 - Master’s Degree in counseling, social work, psychology, or related field preferred, **OR** Bachelor Degree in Human Services preferred **OR** a two years degree in Human related services and at least one year related experience **OR** a high school diploma or GED and at least two years related experience. **(experience with homeless and at-risk youth, preferred)**
 - Case management experience required
- Skills:
 - Bi-lingual in Spanish and English preferred.
 - Experience with providing services to the homeless and low-income population.
 - The candidate must be able to develop strong working relationships with client population, be able to relate to individuals making significant life decisions, and be supportive of individuals’ increasing independence.
 - Knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management. The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
 - Computer software skills including Microsoft Windows, Excel and Word
 - Excellent communication skills, particularly listening, mediation, and writing skills.
 - Initiative, creativity, reliability, flexibility, thoroughness
- Capabilities:
 - CPR / First Aid Certification (will train)
 - Valid Driver’s License, insurable under YSFS automobile policy. **Must be over 25 years of age to meet minimum eligibility requirements of automobile insurance carrier.**
 - Criminal Records Check clearance
- Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*
 - Frequently: may be required to stoop, kneel, crouch, reach, stand, walk, talk, hear, engage in repetitive motion (such as typing); not substantially exposed to adverse environmental conditions (typical office or administrative work).
 - Occasionally: may be required to climb, balance, crawl, push, pull, lift, grasp; subject to outdoor environmental conditions; subject to higher than normal noise levels; subject to atmospheric conditions (fumes, odors, dust, poor ventilation, etc.).
 - Physical requirements range from sedentary (exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; sedentary work involves sitting most of the time) to medium (exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects) physical work.
 - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading at distances close to the eyes. The worker is required to have visual acuity to operate motor vehicles.
- Environmental Conditions:
 - Ability to work some non-traditional hours; holidays, evenings, and weekends
 - Work requires travel and making home visits
 - Excellent time management and organizational skills with the ability to work under pressure and adjust to changing priorities and deadlines (work at a fast pace with unscheduled interruptions)
 - **Work requires travel throughout Northern New Mexico**

Work station: Semi-Mobile- YSFS Administrative Office as well as designated Program locations.

Compensation: \$16.00 hourly

POSITION MAY BE FULL-TIME. or PART-TIME

- Full-time is 32+ hours per week. Only Full-time employees are benefit eligible.
FT Eligible Benefits include medical and dental benefits, accrued leave, paid trainings and holidays, and team of dedicated coworkers.
- Part-time is any amount of hours under 32 hours per week. Part-time employees are not eligible for medical or dental benefits.
PT Eligible Benefits include paid trainings and holidays, and team of dedicated coworkers.

POSITION

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a)(1) of the Fair Labor Standards Act and therefore qualifies as an “non-exempt” position. YSFS is an Equal Opportunity Employer, a Drug Free Workplace and complies with the ADA. AA/EEO

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Signatures

This job description has been approved by all levels of management:

Supervisor _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____