

**Community Action Partnership of Cambria County
Intake Specialist (Hourly, Non-Exempt)**

Reports to: Community Services Director
Classification Group: C
Date: April 2, 2024

Department: Community Services
Approved by: Josh Yoder
Executive Director

JOB SUMMARY:

The Intake Specialist is required to answer phones, schedule appointments, and conduct intakes with clients to enroll persons in various Community Service Programs including Rent, Utilities and Diaper Bank. The Intake Specialist is supervised directly by the Community Services Director.

ESSENTIAL RESPONSIBILITIES:

1. Assess clients to determine eligibility for Community Service programs.
2. Answer phone calls; respond to job-related questions, schedule clients for services in a timely manner.
3. Perform client intake duties to include interviewing clients, certifying eligibility, completing applications, and updating client databases.
4. Provide specialized case management (group and individual) for housing programs.
5. Maintain current knowledge of programming requirements according to individual program standards and guidelines.
6. Maintain up to date current knowledge of community agencies and programs to facilitate partnerships and appropriate client referrals.
7. Submit necessary reports to supervisor as required.
8. Maintain client confidentiality.
9. Participate in required meetings, trainings, and outreach events.
10. All other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Maintain databases to ensure accuracy.
2. Provide information and referral to other programs within Community Action Partnership
3. Travel overnight as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. The ability to work independently, exercise judgement and take initiative.
2. Demonstrate respect and professionalism towards clients.
3. Work effectively with other team members and office staff.
4. Proficient in oral and written communications along with basic math skills.
5. Basic understanding of computers, including MS Word, Excel, Outlook and other related programs.
6. Working knowledge of common office equipment (fax machines, copiers, and printers)

MINIMUM REQUIREMENTS OF EDUCATION, TRAINING, AND EXPERIENCE:

1. Bachelor's Degree in in Social Services, Business or Human Services field. (Preferred)
2. Minimum three years of experience in Human Services field (Required)
3. Current PA driver's license and reliable transportation. (Required)
4. Free of child abuse/neglect history as verified by proper authorities prior to employment. (Required)
5. Must obtain Child Abuse, PA State Police, FBI Fingerprinting and NSOR Clearances prior to starting employment. (Required)

EMPLOYEE'S SIGNATURE: _____

DATE: _____