

**Family Resource and Referral Center
Job Description**

Job Title: INTAKE SPECIALIST
Department: Subsidized Child Care
Reports To: SCC Supervisor
FSLA Status: Non Exempt
Grade Level: 01
Prepared By: Human Resources
Prepared Date: January 2019

Family Resource and Referral Center (FRRC) employee responsibilities include becoming familiar with all programs operated by FRRC.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Demonstrate knowledge about the initial enrollment and certification process for the clients eligible for Agency services.

May be assigned minimal number of case files.

Participate in off-site group intakes.

Develop the skills to determine eligibility of applicants on the eligibility list.

Answer the phone, schedule appointments and provide general communication and support services to all clients and staff as directed by the SCC Supervisor.

Must generate strong interpersonal skills.

Operate NoHo, Outlook and other computer programs.

Responsible for assisting with the Centralized Eligibility List (CEL) by making calls to eligible clients, updating CEL database, and handling the waiting list applications.

Interacts with public, clients, providers and agency staff with excellent customer skills.

Work closely with SCC Case worker in smooth transition of clients.

Assist in processing SCC program's monthly attendance sheets.

Provide appropriate FRRC representation in various meetings. Occasional work outside the traditional workday.

Maintain accurate records for department.

Assist with Stage 2 junior process.

Responsible for CWC1/CWC2 (referrals) distribution and filing maintenance.

QUALIFICATIONS To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

INTAKE SPECIALIST

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Ability to work as a team member and take direction, handle responsibility and make decisions.

Good office skills as well as some computer knowledge and input ability.

Proven communication skills in dealing with people; interest in working with children and families

Knowledge of community programs and resources available in San Joaquin County.

Ability to work as a team member and take direction, handle responsibility and make decisions.

Able to read, write and speak English. Able to communicate professionally.

Able to prioritize workload to meet deadlines.

Basic arithmetic and computation skills.

EDUCATION and/or EXPERIENCE

High school graduate or equivalent plus 1 year related experience in customer service or social service field.

Our programs are on a yearly contract basis.

APPROVAL SIGNATURES:

Department Manager: _____ Date: _____

Executive Director: _____ Date: _____

Human Resources: _____ Date: _____