



Job Description - Position Profile

Position Title: Intake Coordinator

Reports To: xxxxxxxx

Classification: Non-Exempt

Position Summary:

The Intake Coordinator will work with SAFE's leadership and program staff to coordinate and administer the organization's intake process and provide program support.

Primary Responsibilities

- Answers intake calls and conduct intake interviews with those who contact SAFE.
- Directs phone follow-up for those going through the intake process.
- Screens and refer calls to partner agencies that do not raise issues related to the mission and objectives of SAFE.
- Creates, maintains, and keep documentation related to actions taken as part of the intake process, including filling out and filing intake forms, maintaining the intake database, generating reports, and maintaining correspondence.
- Work closely with program staff to identify, monitor, and analyze potential systemic or policy issues that arise.
- Work closely with the program staff to develop materials to promote SNAP/TANF and other support programs.
- Work closely with the program staff to continuously develop and evaluate the intake process.
- Maintains referral information.

Knowledge, Skills and Abilities:

- Strong interpersonal skills and ability to work well with people, including people who may be in crisis.
- Ability to understand project goals and objectives, engage in planning, and implement goals within a team structure.
- Strong communication skills: ability to write well and communicate effectively, specifically over the phone, through letters and email.
- Strong computer skills, including Microsoft Word, Outlook, and Excel.
- Strong organizational skills and excellent attention to detail.



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Qualifications:

- Applicant must possess a valid driver's license.
- High School diploma or general education degree (GED); and one to three years related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree in social work or a human service-related field strongly preferred.
- Background in social work, advocacy, low-income issues, non-profit services.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, and sitting throughout the day.
- Travel, local and out of state, including overnight stay, as necessary.
- Ability to meet the attendance requirements for the position.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the SAFE are employees "at-will". I have read and understand the responsibilities and requirements of this position.

Employee Signature

Date

Manager / Supervisor

Date