



INTAKE COORDINATOR JOB VACANCY ANNOUNCEMENT

This position is responsible for conducting initial phone, internet, and walk-in standardized pre-screenings to determine initial program eligibility.

The Intake Coordinator is often the first impression we give to guests and the community, therefore, it is crucial that this person be knowledgeable and positively reflect the various aspects of VBCDC. This position is focused on customer service, along with a variety of administrative duties, all of which offer assistance to our clients.

Primary Intake Coordinator Duties and Responsibilities (Essential job functions)

- Screens applicants to determine initial program eligibility and intake;
- Ensures timely, accurate collection of intake data for grant reports and internal evaluation
- Determine eligibility for various programs.
- Identify and refer clients to appropriate community/private resources.
- Collect and input appropriate client data and documents case management notes in a timely manner.
- Assist neighbors with increasing self-sufficiency and workforce development.
- Request and analyze program data in order to provide monthly reporting.
- Provides training, data entry and reporting in quality assurance functions.
- Serve as back up for front desk receptionist
- Oversee onsite Food Pantry for program participants and general population

Minimum Education, Experience, Skills and Character Requirements

- Bachelor's Degree from an accredited four-year college or university with a degree in social work, human services, or associated field preferred
- Minimum of two years of crisis counseling and/or homeless shelter or other relevant work experience
- Call center/hot line experience preferred
- Experience with confidential data entry and management
- Excellent customer service skills with the ability to maintain a high level of ethical and professional standards
- Ability to respond effectively to sensitive inquiries or complaints
- Knowledge of Support Services for Veteran Families program requirements
- Knowledge of rental housing income requirements
- Demonstrated integrity, positive attitude, mission-driven, self-directed with a commitment to working collaboratively with a diverse group of people
- Highly effective and strong written and skills with basic business intuition
- Proficiency with Microsoft Office Suite, especially Outlook and Excel

Physical Demands/Work Environment

*While performing the duties of this job, the employee is frequently required to sit, talk, see, or hear. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds.



Job Type: Full-time, Not Eligible for Remote Work