

**Children's Friend
Job Description**

Job Grade: 4

Title: Intake Coordinator

Reports To: Intake Supervisor

Supervises: N/A

Minimum Qualifications: Bachelors Degree in Human Services, Child Development or other relevant/related field. Two to three years of experience strongly preferred, including direct interaction/engagement with families. Must have strong organizational skills, computer skills and excellent interpersonal skills when dealing with staff, clients, and visitors, as well as the ability to recognize and respect the need for confidentiality. Must have the ability to support flexible hours, as needed. Must have and maintain: a valid driver's license, automobile insurance in an amount acceptable to Children's Friend, and a car fit to be used for work related tasks.

Duties and Responsibilities

- 1) Processes and screens applicants and referrals to agency programs within mandated program and contractual guidelines. Enter all client related data into appropriate external and agency databases. Ensure all necessary documentation is timely and accurate. Maintain appropriate hard copy files, as needed.
- 2) Follow up with clients or other parties to obtain needed and/or missing information, and communicate with clients the status of the referral. Communicate effectively and respectfully with clients and referral sources when screening program referrals.
- 3) Assess the clients' eligibility for agency programs, including orienting the client and/or referral source, and supporting the client by home visits or via telephone as needed. Link clients to resources, supports or other services as appropriate to the clients' needs.
- 4) Utilize a teamwork approach by working collaboratively with internal program teams to schedule, support and enroll clients to appropriate programs. Interact professionally with external funders on client information and programmatic reporting.
- 5) Assist the staff with referral, intake, enrollment and outreach needs by managing and disseminating data through the creation and implementation of queries and reports.
- 6) Create, review and analyze enrollment data, in partnership with programmatic, agency and statewide leadership to develop benchmarks, implement outreach strategies and maximize program enrollment.
- 7) Contribute to the overall success and quality of agency programs by working constructively and collaboratively with other staff members to address programmatic or agency-wide issues and needs including participation in quality assurance activities, as well as appropriate department, agency and community meetings and activities.

- 8) Assists in the overall maintenance of the overall office cleanliness, answering and attending phone calls and other general office duties.
- 9) Interact effectively and respectfully with others and particularly with individuals whose backgrounds and life experiences are different from one's own.
- 10) Constructively utilize formal and peer supervision to evaluate and improve effectiveness in providing services to clients.
- 11) Develop and maintain ongoing outreach strategies to inform families and the community of agency programs, services and activities. Demonstrate professionalism, competence and expertise when representing the agency in the community.
- 12) Pursue ongoing professional development through professional reading and attending relevant workshops and conferences.
- 13) Participates fully in Children's Friend Universal Training Curriculum, which provides intentional, practical and reflective training to ensure the agency maximizes the capacity and expertise of each staff member, both individually and as part of the overall Children's Friend team.
- 14) Other duties as assigned.

I have read the above list of duties pertaining to my position, and agree to adhere to the policies and procedures of Children's Friend.

Employee's Signature

Date

Created: 5/2016 (MEL)