

**PARTNERS IN HOUSING
JOB DESCRIPTION**

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Job Title: Intake and Referral Services Manager **Number:** 796

Reports To: Executive Director

Training Period: 6 months **Exemption:** Yes Administrative

Supervisory: *Employees:* Yes *Unpaid Staff:* No *Volunteers:* No *Oversees Contracts:* No *Boards:* No

Job Titles Supervised: Intake and Referral Administrators

General Purpose: To improve the efficiency of the intake process and increase the probability of selecting families for the Partners in Housing program. To assist prospective Partners with applications, including assisting with language barriers and providing overall management for the intake process. To foster a welcoming atmosphere for those calling or visiting Partners in Housing by identifying each person's specific needs and seeing that those needs are met, either by direct service or by referring them to the appropriate resource.

Essential Duties and Responsibilities:

Data Management

- Supervise data entry and manage Homeless Management Information System (HMIS) entry
- Produce and verify accuracy of APRs and input in to Esnap or appropriate HUD system
- Initiate monthly draw of fund through the LOCCS system
- Manage and verify documentation of services provided in data tables
- Coordinate with staff on client information table
- Represent PIH on local CMS Advisory Committee

Intake Administration and Management

- Develop and implement system for PIH involvement in Coordinated Assessment and Housing Placement as it is further developed in the community, and attend the CAHP/Case Conferencing meetings as needed.
- Supervise the Intake process and staff from initial applicant contact, to selection and notification of acceptance/denial
- Communicate with accepted Partners on the wait list to prepare for lease in
- Ensure that lease ins are scheduled and completed with all required documentation.
- Monitor initial check for completeness of Partner applications for any PIH program and provide initial assessment of applicant motivation and situation.
- Verify eligibility for acceptance for any PIH program.
- Answer inquiries about PIH program from prospective applicants either on telephone or in person.
- Verify background checking on prospective PIH Partners.
- Maintain knowledge of community service resources and provide community referrals as appropriate.
- Assist with bilingual interaction with applicants and Partners.
- Research and provide appropriate referrals to applicants Partners in Housing does not have the resources to assist.
- Evaluate the effectiveness of
 - Communication tools to keep staff informed of applicant status
 - Overall flow of intake process

Reception Management

Oversight of:

- Receive and screen incoming telephone calls on main PIH lines; take messages and/or answer inquiries. Check main PIH voice mail and return or forward messages
- Greet visitors to Partners in Housing and monitor reception area.
- Receive and distribute mail, screening incoming correspondence for appropriate disposition.

Outreach

- Network and develop partnerships with community agencies and organizations related to assisting clients with self-sufficiency for cross referral

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.

Job Description For Intake and Referral Services Manager **(continued)**

Decision making and Supervisory Responsibility:

		Intake & Referral Administrator						
HIRING		R						
ASSIGNING/SCHEDULING WORK		F						
MONITORING/CONTROLLING WORK		F						
DISCIPLINE		R						
PERFORMANCE EVALUATION		F						
SALARY RECOMMENDATIONS		R						
DISMISSAL		R						
BUDGET RESPONSIBILITY	None							
PROPERTY RESPONSIBILITY	None.							
CONFIDENTIAL INFORMATION	Responsible for the security of confidential information.							

I indicates Input only

R indicates responsibility for Recommending a course of action requiring one other approval

F indicates responsibility for the Final Decision

Minimum Requirements:

Education: No specific requirement. Strong computer proficiency.

Experience: Two years of experience in a business setting.

Experience with HMIS preferred

Knowledge of Coordinated Entry system a plus

Bilingual Spanish/English preferred.

Knowledge of Colorado Springs social service agencies a plus.

Or other background demonstrating application of the following knowledge, skills, and abilities:

Excellent verbal communication skills and the ability to relate well with a variety of people.

Strong telephone skills.

Ability to organize diverse tasks in a busy office.

Ability to be courteous and calm and maintain a positive outlook under pressure.

Ability to exhibit sensitivity to and serve those with difficult and unusual requests and situations.

Ability to be flexible.

Ability to access information regarding other community resources.

Basic clerical and office skills.

Basic mathematical knowledge and skills.

Strong ability to operate a computer using Microsoft products.

Ability to work in a team setting.

Physical Requirements of this position include:

FREQUENCY OF REQUIRED EXPOSURE/USE

WORK ENVIRONMENT	SELDOM	OCCASIONAL	FREQUENT
COLD (50 F or less)	X		
HEAT (90 F or more)	X		
HUMIDITY	X		
HEIGHTS	X		
NOISE			X
VDT/CRT USE			X
DRIVING		X	
STANDING			X
SITTING			X
WALKING			X
BENDING			X
WORK WITH OTHERS			X
REPETITIVE MOTION			X
OPERATING MACHINERY			
COPIER			X
TYPEWRITER	X		
TELEPHONE			X
FACSIMILE (FAX)			X
10-KEY	X		
CALCULATOR		X	
COMPUTER			X
MOUSE			X
PRINTER			X

OTHER REQUIREMENTS

	SELDOM	OCCASIONAL	FREQUENT
VISUAL ACUITY: Near			X
VISUAL ACUITY: Far			X
COLOR DISCRIMINATION		X	
HEARING			X
SPEECH			X
OTHER			
TRAVEL:			
LOCAL		X	
NATIONAL	X		
INTERNATIONAL	X		

This position requires travel between offices of Catholic Charities.

MOVING EQUIPMENT AND SUPPLIES

LIGHT (Under 5 lbs.)			X
MODERATE (5 to 20 lbs.)			X
HEAVY (Over 20 lbs.)		X	

DESCRIPTION OF MOVEMENT

LIFT/LOWER			X
CARRY			X
PUSH/PULL			X
REACH ABOVE			X