

**PARTNERS IN HOUSING
JOB DESCRIPTION**

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Job Title: Intake and Referral Services Manager

Reports To: Family Services 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, Intake Assessor

General Purpose: To improve the efficiency of the intake process and increase the probability of selecting families for the Partners in Housing program. Assist prospective Partners with applications, including assisting with language barriers and providing overall management for the intake process. 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

- Receive extensive training on Apricot client data system and be a knowledgeable resource.
- Support the Family Services Director with Apricot-related requests.
- Supervise data entry into Apricot and perform data quality checks on a routine basis.

Community Outreach

- Be regularly out in the community giving presentations to potential referral sources.
- Be an actively involved member with the Family Solutions Collaborative.
- Network and develop partnerships with community agencies and organizations related to assisting clients with self-sufficiency for cross referral.

Intake Administration and Management

- Supervise the Intake process and staff from initial applicant contact, to selection and notification of acceptance/denial
- Provide supervision to and act as backup for Intake & Referral Administrators and Intake Assessors.
- 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.
- Participate and provide applicant input at Selection Committee.
- Collaborate with VA to ensure accurate GPD eligibility and reporting until program ends in 2020.
- 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
- Support Housing Department by acting as backup for lease ins, when needed.

Reception Management

- Oversee the process of Intake and Referral Administrators receiving and screening incoming telephone calls on main PIH lines; taking messages and/or answering inquiries, checking the main PIH voice mail and returning or forwarding messages.
- Oversee the process of Intake and Referral Administrators greeting visitors to Partners in Housing and monitor reception area. Intervene if de-escalation of guests is needed.
- Oversee the process of Intake and Referral Administrators receiving and distributing mail, screening incoming correspondence for appropriate disposition.

Administration Oversight

- Ensure PIH's guidelines and procedures are followed for incoming mail and monies received.
- Maintain copier contracts, meter readings, postage supplies, and office supplies inventory.
- Act as liaison between staff and IT department.
- Monitor and communicate telephone and internet issues with staff and telephone company.

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	Intake Assessor					
HIRING	R	R					
ASSIGNING/SCHEDULING WORK	F	F					
MONITORING/CONTROLLING WORK	F	F					
DISCIPLINE	R	R					
PERFORMANCE EVALUATION	F	F					
SALARY RECOMMENDATIONS	R	R					
DISMISSAL	R	R					
BUDGET RESPONSIBILITY	None						
PROPERTY RESPONSIBILITY	Responsible for the proper functioning and maintenance of front desk equipment.						
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: Bachelor's degree. Strong computer proficiency.

Experience: Two years of experience in a business setting.

Experience with Apricot client data system or another client database preferred.

Experience with crisis intervention and practice with de-escalation techniques.

Bilingual Spanish/English preferred.

Knowledge of Colorado Springs social service agencies a plus.

Working knowledge or willingness to learn the dynamics of families experiencing homelessness.

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.

Sensitivity to cultural differences.

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
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