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| Job Title: | **CARES Crisis Response Intake Specialist (COVID 19)** |
| Department: | **Community Services** |
| Reports to: | **Financial Management Services Manager** |
| Grade: | **PS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-exempt (40 hours/week, Temporary Position)** |
| Prepared by: | **Kris Brady** |
| Date: | **February 11, 2021** |
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| Purpose:  The Crisis Response Intake Specialist provides a face of NMCAA to the public and positively influences the perception of the Agency. They will screen clients for eligibility for Crisis Response programming and introduce them to the basics of NMCAA programming; guiding them to the appropriate programs while continuing to focus on how to improve the intake process for greater client satisfaction. | |
| Essential functions:   * Continually look for ways to more effectively help our clients with intake. * Monitor all incoming customer inquiries via phone, internet and in-person, conduct one-on-one outreach via phone calls, email, social media to respond to inquiries. * Welcome and receive clients by phone, internet, email, and walk-in, answering basic questions and provide basic information and referrals using the pertinent intake forms. * Provide clients with intake packets and instructions. Assist with web-based intake with Customer Facing Technology (CFT). * Perform new client intake and pre-screening, both virtually and in-person, for programs and services based on needs and eligibility. * For customers that are not eligible for NMCAA programming, provide referral(s) to appropriate community programs. * Schedule appointments or provide assistance to client’s scheduling on CFT. * Explain what clients need to bring to appointments and keep a record of all contacts, actions taken, and status updates using client tracking software. * Work directly with Crisis Specialists and Budget/Housing Coaches to assure excellent customer service and support to staff. * Keep supplies of CARES Crisis Response program forms, information and application packets stocked/updated on-line and as hard copy is needed. * Database entry, copying and faxing. * Produce reports of intake activity on a regular basis. * Perform file reviews for CARES Crisis Program using a checklist. * Attend staff meetings as required. * Filing and organizing of files and resource materials. * Provide support for marketing, advertising and promotional activities for FMS and CS with print, audio and web media. | |
| Position Objectives:   * To meet the needs of clients as well as provide support to other CARES Crisis Response Team members and management. * To ensure that all work is completed accurately and in a timely manner. * To represent the agency in a professional friendly, and caring manner. | |
| **Measured by:**   * 30 day performance review. * The accuracy and timeliness of completed work. * Cooperation with and feedback from clients and co-workers. * The ability to represent the agency professionally and efficiently service clients. * Cooperation with and ability to work productively with coworkers. | |
| **Minimum Education:**   * Associate degree or equivalent preferred. | |
| **Minimum Experience:**   * One to two years in a customer service or social services setting. * Experience with low-income populations preferred. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Excellent customer service and interpersonal communication skills. * Excellent computer skills, including data entry, multi-media communication skills (email, text, Zoom, MS Teams, etc.). * Ability to use basic office equipment (copier, fax machine, desktop computer, multi-line phone). * Basic knowledge of Excel and Database management programs. * Strong organizational skills with the ability to pay attention to detail. * Ability to handle multiple tasks with multiple interruptions. * Strong listening skills with the ability to understand and carry-out directions. * Ability to quickly grasp new databases and technology. * Ability to handle a large volume of calls. * Self-motivated, a cooperative and effective team member. * Ability to self-direct and follow through with assigned tasks without excessive management. * Ability to work remotely when necessary. | |
| **Minimum Physical Expectations:**   * Physical activity that always involves keyboarding, sitting, phone work, and filing. * Physical activity that often requires extensive time working on a computer. | |
| **Minimum Environmental Expectations:**  The Crisis Response Intake Specialist position may operate remotely in a work from home or in an office setting, as dictated by current Michigan COVID-19 response restrictions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. | |