|  |  |
| --- | --- |
| Job Title: | **Lead Housing Resource Intake Specialist** |
| Department: | **Community Services** |
| Reports to: | **Homeless Programs Coordinator** |
| Grade: | **PS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Sarah Hughes** |
| Date: | **January 14, 2021** |
|  |
| **Purpose:** The Lead Intake Specialist will work in partnership with the Northwest Michigan Coalition to End Homelessness to provide call center support to those who are homeless or who are at-risk of becoming homeless to gain connection to the Homeless Response System.  |
| **Essential functions:** * Provide leadership and information to the intake team on CE procedures and HMIS guidance.
* Establish a process for inquiries among team members, establishing a team approach for answering difficult questions or guiding new team members as they learn the Intake system.
* Be a liaison between the Intake staff and the supervisor/mangers if calls have complicated questions that cannot be addressed by the team or the team lead.
* Attend Community meetings, trainings and obtain updated information on HMIS; making sure to share and help instruct team members on any changes in procedure.
* Provide intake and assessment for the Northwest Michigan Coalition to End Homelessness’ Central Intake services either through walk in services or through the call center.
* Provide an intake and an assessment to NWCEH programs (shelter or outreach) or provide outside referrals to other applicable resources. Calls taken through the NWCEH call center are to be answered live.
* Network with area shelters, human service providers, Interagency Service Team and other agencies to create a strong Coordinated Access into the Homeless Response System.
* Assist clients experiencing homelessness in completing a Housing Choice Voucher application.
* Complete the appropriate VI-SPDAT assessment tool for individuals and families who are experiencing literal homelessness throughout the 10-county region.
* Work with service providers to create links to resources needed, i.e. rental assistant packets, 211, and Information and referrals to partner agencies.
* Attend Community Services Department meetings and Homeless Prevention meetings as required.
* Perform other duties as requested
 |
| Position Objectives: * To effectively and efficiently perform the Essential Functions for the betterment of NMCAA and our communities.
 |
| **Measured by:** * Annual performance reviews
* Annual ROMA reports
* Ongoing assessment
 |
| **Minimum Education:** * BA/BS in human services field or equivalent experience.
 |
| **Minimum Experience:*** Experience working with vulnerable populations desired.
 |
| **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.
* Ability to effectively communicate (written and verbal) with clients, staff, and management.
* Ability to carry out all required functions to meet annual program goals.
 |
| **Minimum Skills Required:*** Strong communication skills including, listening, verbal, and written communications.
* Strong organizational skills.
* Excellent report building skills to establish or maintain community partnerships with other organizations.
 |
| **Minimum Physical Expectations:*** Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting, and phone work.
 |
| **Minimum Environmental Expectations:*** This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.
 |