



Intake Specialist

Department: Housing Programs

Reports to: Housing Programs Manager

Employment Status Classification: Full Time Salary

Job Description Summary:

The **Intake Specialist** is a key member of the Community Housing Network's **Housing Programs** team. The position is responsible for filling vacant Permanent Supportive Housing slots with eligible program participants.

Essential Functions:

- Make timely phone contact with potential program participants; screen for eligibility
- Meet with potential program participants (and Case Managers, when applicable) to interview and complete the program application
- Ensure all documentation required for the application is collected by timeline specified in Intake Workflow
- Represent CHN/the department at community events such as resource fairs and landlord networking events
- Complete data entry in HMIS/ServicePoint; document case updates within 24 hours
- Mail Acceptance Packets to newly-approved potential program participants within 1 business day of application approval
- Keep participant records (both electronic and paper) current and organized at all times
- Follow the Coordinated Entry procedures in all 3 counties (Macomb, Oakland and out-Wayne) and represent CHN at related committee meetings and weekly/monthly referral meetings, as appropriate

Last Revised: August 2019

Qualifications/Requirements:

- Experience preferred (conducting intakes, working with people who are homeless, working with people who have a mental illness)
- Bachelors Degree in Human Services preferred
- Must be computer proficient
- Must have the ability to be a personal representative of CHN's Core Values: Inclusion, Integrity, Innovation, Passion
- Must complete regular trainings required by CHN/funders including, but not limited to: Recipient Rights, CPR/First Aid, Cultural Competence, Fair Housing, ESL, HMIS Privacy
- Transportation Requirements: Access to reliable transportation, possession of a valid driver's license, and maintenance of automobile insurance coverage that meets minimum organization requirements (100/300/100 coverage).

Physical Demands:

While performing the functions of this job, the position is both sedentary and at times requires the ability to be active including standing, bending, lifting and/or arranging files and office products and supplies and may require employee to periodically stand on a short step stool to access files.

To apply for this position OPEN HERE:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=3aa7a5be-ba3e-4943-9815-6be640408aaa&ccId=19000101_000001&jobId=272374&source=CC2&lang=en_US