



Job Posting

November 11, 2018

POSITION

Intake Specialist, Empowerment

EMPLOYMENT TYPE

Regular FT – 35 hours/week

SALARY

\$33,000 - \$37,000, annually

REPORTS TO

Director

ESSENTIAL DUTIES AND RESPONSIBILITIES

The RiseBoro Homebase program and the RiseBoro Legal Empowerment and Assistance Program (LEAP) provide homelessness and eviction prevention services. The Intake Specialist is the primary point of contact for Homebase and LEAP clients. This position requires a high level of professionalism since he/she will be the first point of contact for perspective clients, service providers, funding agencies, and community stakeholders.

- Coordinates the intake process, reviews eligibility documentation, schedules appointments, makes referrals.
- Provides all individuals with information on community resources.
- Screens and assesses individuals for program eligibility and determines the appropriate next steps for all individuals seeking assistance.
- Reviews eligibility documentation to ensure compliance with contractual guidelines.
- Coordinates with supervisor to schedule new client intakes.
- Ensures that all client resources are up-to-date and available in reception area.
- Determines appropriate internal and external referrals for immediate and long term housing needs.
- Ensures the reception area is well-maintained; receives and sorts mail and deliveries.
- Performs data entry, filing, copying and faxing of documents.
- Ensures staff and clients sign daily logs.
- Drafts case adjournment or denial letters for potential clients, when necessary.
- Other duties as assigned by the supervisor or program directors.

COMPETENCIES

- Bilingual English/Spanish preferred
- Excellent customer service and communication skills
- Knowledge of the NYC public benefits system, HRA and DHS
- Ability to work independently and collaborate with a team
- Experience working in non-profit organizations and commitment to social justice
- Proficiency in Microsoft Office and Google Applications

EDUCATION EXPERIENCE

Bachelor's degree preferred. High School Diploma required.



APPLICATION DEADLINE

December 10th, 2018

SUBMIT RESUME and COVER LETTER TO

Kesha Jagdeo, Director of Empowerment Services, at kjagdeo@riseboro.org