

Job Posting

July 24, 2019

POSITION

Intake Specialist, Empowerment

EMPLOYMENT TYPE

Regular FT - 35 hours/week

SALARY

\$35,000 - \$38,000, annually

REPORTS TO

Director of Empowerment Services

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Intake Specialist is responsible for welcoming clients for all of RiseBoro Empowerment programs housed at our 90 Beaver St. location, including Homebase, Supportive Services for Veteran Families (SSVF), Solutions to End Homelessness (STEHP) and Atlas (City FHEPS provider) programs. This position requires a high level of professionalism—in appearance, demeanor and in interacting with perspective clients, service providers, funding agencies, and community stakeholders. The Intake Specialist:

- Coordinates the intake process, reviews eligibility documentation, schedules appointments, makes referrals, and 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
- Performs periodic outreach activities to publicize the availability of services
- Ensures the reception area is well-maintained and safe; receives and sorts mail and deliveries
- Performs data entry, filing, copying and faxing of documents; ensures staff and clients sign daily logs; assists in preparing letters and documents for community based outreach activities
- Other duties as assigned by the Vice President and Director of Empowerment Services.



COMPETENCIES

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

EDUCATION EXPERIENCE

High School Diploma required.

APPLICATION DEADLINE

Open

SUBMIT RESUME and COVER LETTER TO

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