



Position Title: Intake Specialist
Reporting Relationship: Reports to the Chief Information and Referral Officer

Position Description: The Intake Specialist is responsible for receiving, prioritizing and triaging client's service requests using a prescribed intake process either by phone or in person. The Intake Specialist's primary role is to assist callers in applying for the Excluded Workers Fund by assisting with application completion and submission.

Position Requirements: Associates degree or higher in Social Work or related field and 1-2 years of related experience.

Skills Required:

- Experience in human services programs requiring direct client interactions, accountability and progress reporting
- Excellent written and oral communication skills
- Experience managing an active caseload of at least 10-15 clients
- The ability to multi-task, set priorities, and follow up in a timely manner
- Ability to collaborate and work in a team environment as well as work independently and make sound decisions
- Able to meet deadlines, keep schedules, build partner agency relationships and perform in a high-paced environment
- Proficient with computers and ability to work with multiple applications
- Bi-lingual in Spanish a plus
- An ability to show compassion and maintain confidentiality to callers who may be in crisis

Essential Roles & Responsibilities:

- Handles incoming referrals of Callers who are interested in applying for the Excluded Workers Funds
- Use active listening, probing, play-back and style-matching skills to evaluate each client's needs
- Answer client questions and sort out issues relating to their identified needs
- Learn and maintain an in-depth understanding of the Excluded Workers Fund eligibility requirements
- Accurately document required information in the 211-database system
- Attend required community meetings related to the program and report as necessary any updates regarding the program
- Other duties as assigned.

Salary \$19.00 per hour.

Send cover letter, resume, and salary requirements to: Lynn Clifford, 336 Central Park Avenue, White Plains, NY 10606; 914-684-2214 (Fax); LClifford@uwwp.org (E-mail). EOE