



Job Title: Intake Specialist

Reports to: Healthy Families Program Coordinator

Employment Status: Full time / Hourly

FLSA Status: non-exempt

Salary: \$30,000 – \$34,000 – Includes eligibility for Health, Dental, Vision, & Life Insurance Benefits with generous paid leave.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano serves approximately 4,000 immigrants annually from across Lake County and surrounding areas.

Position Summary:

The Intake Specialist is responsible for making our community members feel immediately comfortable and helps make their experience a positive one. The Intake Specialist provides initial assessment, including verification of documentation, assists and supports case workers with initial client intake. They also gather vital information and coordinate assistance/resources and will accurately document the community member's current needs before placing them in our scheduling system and directing them to the appropriate program.

Essential duties and responsibilities:

- Interview individuals who contact the office or program by telephone or in person regarding their need for services and eligibility; gathers information needed to process applications.
- Assess severity of client needs and triages cases. Makes a preliminary determination of eligibility and nature of need, interpreting and applying established policies and instructions.
- Collaborates with support staff in relation to the community member's case management and provides crisis back-up to HF team.
- Determine whether an emergency situation exists and, if so, makes immediate referrals to other appropriate resources or expedited appointments within the organization's programs. Informs clients of specific steps to be taken on their own with agencies, or other entities.
- Understand intake procedures, eligibility guidelines, case acceptance policies, case assignment procedures, and case and client recordkeeping procedures; implements them for individual inquires and applications for service.
- Communicate information and advice to clients and documents same in writing.
- Recognize typical legal and/or social problems presented by clients and makes referrals to the appropriate program staff, other programs within the organization, or outside agency.
- Maintain appointment schedules, documents pertinent client information in appropriate client tracking data base and/or electronic record, files intake and other case records.
- Perform other responsibilities as needed to ensure our team's success.

Qualifications:

- Human Services or related field experience preferred.

- Two years of social services, case management, or related experience preferred.
- Previous experience in a non-profit setting preferred.
- Bilingual Spanish/English required.
- Thorough understanding of social services to assess and make preliminary determination of eligibility and nature of services needed.
- Demonstrated understanding of income support eligibility, services, policies, and procedures.
- Good computer skills. Proficiency with Microsoft Office programs.
- Must be detailed oriented with good organizational skills.
- Excellent communication skills (verbal and written).
- Excellent interpersonal skills.
- Must have access to a vehicle, valid driver's license and proof of insurance to perform essential job functions.
- Ability to multi task within a fast-paced environment and meet multiple deadlines simultaneously.
- Demonstrated courtesy, patience, and good judgment under pressure.
- Ability to work effectively with diverse individuals and groups.

Qualifications and skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must be bilingual (English and Spanish), must have excellent people and computer skills, be able to understand immigrant issues, demonstrate ability to communicate effectively in both English and Spanish, have strong problem solving skills, a good attitude and excellent office skills.

Education:

High school diploma, office training, computer experience, and experience in clerical work (or an equivalent combination of all of the above).

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to operate normal office equipment and use a computer for extended periods of time.

Mano a Mano Family Resource Center offers a very generous benefits packet to our professionals:

- Humana Medical Coverage: HMO, Traditional PPO
- Dental and Vision Insurance Options
- Life Insurance
- 10 paid Holidays
- Paid Time Off (PTO)
 - Vacation
 - Mental Wellness Days
 - Sick Time
 - Bereavement Leave
- Training and Professional Development
- Wellness Initiative Program

Transportation: Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license. Job-related travel will be reimbursed on a monthly basis.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability. Mano a Mano,

Family Resource Center has an affirmative policy to maintain the workplace free of sexual harassment and intimidation.

To apply submit your cover letter and resume to Carla Rosales, Director of Operations and Human Resources crosales@mamfrc.org