



DOORWAYS

HOPE LIVES HERE

Job Description

JOB TITLE: Intake Specialist

Employment Status: Part-Time (20 hours/week) This is a .5 FTE for 20 hours a week

Supervisory Responsibilities: None

SUPERVISION: Reports to Director of Behavioral Health

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV/AIDS, and homelessness by providing numerous social services that improve Housing, Health, and Hope. DOORWAYS has progressed to a multi-million dollar agency that assists over 3,500 clients annually.

WHAT WE'RE LOOKING FOR: Intake Specialist to provide Behavioral Health intakes, outreach, and follow-up services as well as complete data entry in two Homeless Management Information Systems (HMIS). This position will work closely with social services coordinators, therapists, and program directors of our housing programs. This position must work with a high level of independence.

WHAT YOU RECEIVE:

The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES

- Timely respond to internal client referrals, conduct outreach calls as needed, and program intakes
- Evaluate client needs and create initial care plans using person-centered and strengths-based approaches
- Meet with clients on agency property, over the phone, and/or virtually when performing program intakes
- Create and enter case notes for all client interactions/services and other data into Doorways database
- Retrieves source files and work from the data center each day.
- Verifies and logs the receipt of data and obtains any data that is missing.
- Uses data entry equipment to record assigned data.

- Resolves minor processing problems; seeks assistance from supervisor or other appropriate staff for issues beyond immediate expertise.
- Maintains confidentiality of sensitive information.
- Performs other related duties as assigned.

WORKING CONDITIONS

Typical work week is Mon-Fri 8:30-5:00

QUALIFICATIONS

- Bachelor's degree in social work, counseling or related field required
- Experience working with the HIV/AIDS, homeless, or LGBTQIA+ community is highly preferred
- Proficient knowledge of Microsoft Office software, such as Excel, Word and Outlook

SPECIFIC REQUIREMENTS

- Must be able to read, write and speak the English language
- Excellent communication skills are required.
- Must be able to follow written and oral instructions
- Excellent and precise data entry and typing skills.
- Good organizational skills and attention to detail.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Must have a positive attitude with cultural competence and work well with diverse populations
- Ability to maintain strict confidentiality and build professional relationships with clients

PHYSICAL REQUIREMENTS

The position will do a large part of their work sitting and/or at a computer and must be able to spend extended periods of time typing and reading at a computer, as well as working face-to-face with clients.

This job description in no way states or implies that these are the only duties the position will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.