



41 North Third Street, Easton, Pennsylvania 18042-3694

610-258-6271 • www.thirdstreetalliance.org

POSITION DESCRIPTION

Position Title: **Intake Specialist**

Reporting to: Director of Homeless Services

Employee Classification: Non-Exempt

Job Summary:

The Intake Specialist will serve as the primary contact for potential participant(s) as they navigate through the enrollment process of both the Rapid Rehousing Program and Eviction Prevention Program. The Intake Specialist will be responsible for conducting initial intakes with participants to determine eligibility criteria and enrollment requirements. The Intake Specialist will collect and enter participants' demographic information and other required reporting data into the Homeless Management Information Systems (HMIS) database within a timely manner. The Intake Specialist is expected to perform his/her duties in alignment with the mission and vision of Third Street Alliance (TSA).

Duties and Responsibilities:

- Provide potential participants with information regarding eligibility criteria, documentation and enrollment requirements.
- Conduct initial intakes with potential participants to determine their eligibility for the program.
- Capture participants' demographic information for data collection and reporting purposes.
- Complete and maintain accurate and current client files. Ensure all data is entered and updated in HMIS timely.
- Greet participants, hand out application documentation, forms, materials, and any other pertinent information as it pertains to the Rapid Rehousing and Eviction Prevention Programs.
- Respond to phone calls, email messages, and assist Homeless Services staff with scheduling appointments and retrieving documentation from participants.
- Maintain proper and constant communication with TSA staff to overcome any problems related to the participants' status or non-compliance of program requirements.
- Maintains relationship with community agencies that refer participants to programs and contributes to the ongoing development of new referral sources.
- Complete the COVID-19 Services Prioritization and Decision Assistance Tool (SPDAT) with participants in the Eviction Prevention Program.
- Perform other related duties as requested by the Director of Homeless Services.

Knowledge, Skills and Experience Required

- High School Diploma or equivalent preferred
- A minimum of one-year experience in providing social services preferred
- Bilingual in Spanish/English preferred.
- Proficiency with Microsoft Office software
- Proficiency in HMIS preferred
- Must demonstrate the following:
 - Excellent organizational skills, with attention to detail, and ability to prioritize multiple tasks.
 - Ability to demonstrate an acceptable level of maturity, emotional stability, and sound judgement to provide effective services to diverse populations.
 - Must possess excellent written and verbal communication skills.
 - Ability to work effectively independently and in a team environment, excellent interpersonal skills with positive attitude, and maximum discretion when handling sensitive and confidential information.
 - Exceptional analytical and data entry skills with ability to operate computer systems and software such as Microsoft (e.g. Word, Excel, PowerPoint, and Outlook), system applications, and other office equipment.
 - Knowledge of community-based services in the Lehigh Valley.
 - Ability to work in a multi-temperature environment
 - Ability to provide creative solutions

Special Requirements:

- State Police Clearance
- Child Abuse Clearance
- FBI Fingerprinting
- Valid Driver's License

Job Type: Full-time

Pay: \$13.00 - \$14.00 per hour