



## **HOMELESS VETERANS REINTEGRATION PROGRAM INTAKE *SPECIALIST* JOB DESCRIPTION**

### **SUMMARY:**

The HVRP Intake Specialist is responsible for initial intake and assessment to establish eligibility, provide clerical support, ensure employment and training information is captured for tracking veteran's progress in program, and working with the Employment Specialist, Job Developer and Program Management to ensure that all the needs of the HVRP program are being met.

### **OVERVIEW - DUTIES, RESPONSIBILITIES AND SKILLS:**

This position is responsible for performing the key components of information & referral/assistance upon a caller's contact with Faith\*Hope\*Love\*Charity, Inc. and the HVRP Grant program. This position is responsible for conducting telephone intakes, scheduling appointments, sending and reviewing new client information packages, and assisting with the documenting of all information in the client files; communicating the information with the appropriate HVRP team members; managing clients' confidential records; and following HVRP protocols to ensure accuracy and completeness of client information.

### **Principle duties and responsibilities:**

- Conduct brief intake interview and complete initial assessment for HVRP services.
- Screen client (a) to confirm that the Veteran is eligible for HVRP services and (b) to confirm that the Veteran is ready for HVRP services.
- Process incoming referrals from veteran, SSVF, or other referral sources.
- Ensure incoming referrals are expedited within the standards of recommended time period.
- Document eligible and ineligible referrals and send out appropriate documentation as required informing appropriate referral source and/or client of eligibility status.
- Track referral paperwork from start to completion.
- Other duties as assigned by Program Manager and/or Assistant Program Manager, as well as duties assigned by Employment Specialist, Job Developer, and Agency Senior Management.

### **QUALIFICATIONS**

- Must be personable and professional, with strong written and verbal communication skills.
- Must have the ability to maintain a high degree of organization.
- Must demonstrate dependability, maturity, and initiative.
- Must have excellent interpersonal skills.



- Must be able to maintain program/agency/consumer confidentiality, and treat each individual veteran client with dignity.
- Must be able to utilize time efficiently and effectively.
- Must be a detail oriented individual who has excellent organizational skills, and written and oral communication skills.

**Additional Requirements:**

- US Armed Forces veteran strongly preferred
- Ability to establish and maintain strong partnerships with employers and community contacts

**Normal Working Hours and Conditions:**

- 40 hour work week.
- Weekends or evenings as required.
- Some travel may be required.

**Rate of Pay:**

The starting salary for this position is 30,000 – 32,000.

**Position(s) Start date:** October 29, 2018.

**To apply, please send cover letter and resume to Melinda Whitted, HVRP Program Manager at [mwhitted@standown.org](mailto:mwhitted@standown.org)**