

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking an **Intake Specialist** to join its QUEST Program in the Jacksonville Area.

The Intake Specialist-QUEST works closely with homeless individuals. The Intake Specialist completes assessments, provides supportive services and coordinates appropriate referrals.

Some of the responsibilities of the position include but are not limited to:

- Screens applicants, conducts assessments, and makes referrals to community agencies. Links individuals with appropriate services, arranges emergency and long term placements, and provides crisis interventions as needed.
- Provides supportive services in accordance with program guidelines and requirements
- Conducts daily rounds through the streets of downtown Jacksonville and other areas where homeless congregate, seeking out homeless populations. Makes outreach services known and offers coordinated intake services.
- Attends community meetings regarding housing and other service issues for homeless individuals and families.
- Serves as an advocate, assuring individual's rights as delineated in State and Federal Regulations.
- Provides transportation to individuals as needed.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse and neglect. Uses appropriate reporting mechanisms.
- Assures the accuracy, completeness and confidentiality of records.

Position Requirements

In order to be considered candidates must have a Bachelor's degree in mental health or human services related field required **or** a High School diploma and one year experience working with the homeless population or individuals with chronic mental illness and/or substance abuse history required.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Proficiency in Microsoft Office, Outlook and use of the Internet are required.

Position Details:

This is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm.
Rotating Weekend Coverage: 9:00am-5:30pm

This full time position offers a comprehensive benefits package.