



# Inland Caregiver Resource Center

[www.inlandcaregivers.com](http://www.inlandcaregivers.com)

## Job Description

### I. Position Identification

**Job Title: Intake Specialist (Non-exempt)**

Reports to: Clinical Supervisor

Salary Range: \$16.00 - \$20.00 hourly

Customary Work Hours: 8:00 a.m. – 5:00 p.m.

Customary Work Days: Monday-Friday

Approved Date: August 12, 2019

Approved by: Carmen Estrada, Executive Director

### II. Purpose of the Position

Provides first point contact to prospective clients and screens for eligibility of Inland Caregiver Resource Center (ICRC) services. Handles initial processing of intakes that come in by phone, in person, or by written correspondence. Maintains and updates community resources for family caregivers. Position works closely with all staff to meet the needs of family caregivers and older adults by assisting in planning and facilitating support groups, workshops, conferences, and other ICRC events. Attends networking meetings and health fairs to promote ICRC services and gather information on new resources that can benefit the agency.

### III. Essential Functions

A. Reporting Relationships: Reports to Clinical Supervisor

B. Daily Duties:

1. Responds by telephone to inquiries from families, professionals, and other interested persons.
2. Completes Intakes per Intake Schedule, including Inquiries and Information & Referral (I&R) calls.
3. Has ability and willingness to seek out information in order to identify the caregiver's needs.
4. Listens empathically, gathers and records information about the special needs of the caregiver.
5. Clearly expresses findings in writing, with appropriate grammatical form and organization of ideas on Intake/Inquiry form, documentation process and in case notes.
6. Screens callers for eligibility of ICRC programs.
7. Introduces and discusses ICRC programs to prospective clients.

8. If a family consultation is not requested at intake, conducts follow-up calls 2 weeks after Intake to determine effectiveness of I&R sources given.
9. Provides appropriate information, materials, or referrals to family caregivers and general inquirers.
10. Sends written correspondence to clients with appropriate grammatical form and organization of ideas.
11. Maintains and updates the resource data base.
12. Uses computer programs (such as: Microsoft Word, Outlook, Excel and Power Point) to create, update, and document activity in client's file. Collects and records, in writing, required client information in a clear, concise, organized, grammatically correct, and timely manner.
13. Accurately completes required service and program reports (Utilization and Inquiry Logs) and assists with other data collection/reporting mechanisms as requested.

C. Periodic Functions:

1. Develops and/or maintains a working knowledge of all agency handouts and resource files.
2. Ability to effectively express the concept of ICRC's program to provide outreach, make community presentations and presentations at networking meetings.
3. Assists in planning and facilitating support groups, workshops, conferences and other ICRC events as needed.
4. Learns and applies new, job-related information with routine training.
5. Carries out procedures to ensure that work completed is error-free.

## IV. Minimum Qualifications

A. Technical training or Knowledge

1. Proficiency typing skills (45 wpm minimum).
2. PC proficiency and knowledge of standard Office application software essential.

B. Professional Training or Knowledge

1. Ability to maintain ethical, social, and organizational norms, relating appropriately with clients, families, and community representatives.
2. Extensive knowledge of resources, especially those for family caregivers.
3. Knowledge of social work services.

C. Work Experience

1. Experience in information and referral work.
2. At least one year experience in social service working with seniors, disabled, healthcare or mental health.

D. General Education

1. Bachelor's degree in Behavioral Sciences, preferably in Social Work.

E. Physical Demands

1. Use of hand and fingers to handle or feel; fine manipulation, gross manipulation, simple grasp; reach with hands and arms.
2. Frequent sitting.
3. Standing and walking.
4. The employee must occasionally lift and/or move up to 30 pounds.

5. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust to focus.
  6. Hear communications by telephone and in person.
  7. Ability to speak clearly and understandably.
- F. Required behaviors
1. Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality.
  2. Effectively expresses self in dealing with clients and co-workers
  3. Is effective in varying environments and with varying tasks and responsibilities.
  4. Keeps on schedule. Performs work in fashion that others can pick up where left off. Prioritizes and plans work activities. Uses time efficiently.
  5. Clearly expresses ideas in writing, with appropriate grammatical form and organization of ideas. Ability to write reports and business correspondence.
  6. Organizational ability to manage time effectively and complete tasks appropriately.
  7. Effective customer service skills. Responds quickly to customer's needs.
  8. Ability to handle confidential data discretely and appropriately.
  9. Ability to deal with intensity of caller and client problems on a daily basis.
  10. Follows policy and procedures. Supports organization's goals and values.
  11. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through with commitments.
  12. Attendance/Punctuality. Is consistently at work and on time.
  13. Follows instructions, responds to management direction.

## **V. Environmental Conditions**

Works in air-conditioned/heated office. Exposure to low noise levels from office equipment and voices. No exposure to notable hazards.

## **VI. Actual Duties and Responsibilities May Change**

This job description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change or be eliminated. Employees are always expected to follow their supervisor's instructions and to perform the tasks requested by the supervisor.