

Job Announcement

Inland Caregiver Resource Center

Position Title: Intake Specialist

Salary: \$14-\$18/hr

Tenure/Time Base: Permanent Full-Time

Final Filing Date: Until Filled

Interested in helping Inland Caregiver Resource Center (ICRC) implement its mission to help families and the community cope with and manage the challenges of caregiving? Apply to be an Intake Specialist to become part of the ICRC team!!

Duties

Essential Functions: Candidates must be able to perform the following duties with or without reasonable accommodation.

Provide first point contact to prospective clients and screens for eligibility of ICRC services. Handles initial processing of intakes that come in by phone, in person, or by written correspondence. Maintains and updates community resources for clients. 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.

Position Specific Competencies

In a hiring interview, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight may be given to the breadth of pertinent experience, most recent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. For additional information, you may refer to the **Job Description**.

Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, accuracy and thoroughness in work, excellent communications skills, verbal and written capability to deal with serious life crisis of clients/families in an empathetic manner, ability to deal with intensity of caller and client problems on a daily basis, and a state of health consistent with the ability to perform the assigned duties of the class.

Qualifications

Required:

- Bachelor's degree in Social Work or related field. Bilingual preferred.
- 1 years' experience in social services working with older adults, disabled persons, healthcare or mental health.
- Experience in information and referral work
- Must have experience with, Older Adults experiencing the onset of Depression, with priority to the following populations: LGBTQ, Deaf/Hard of Hearing, Hispanic, African-American, Native American, Asian/Pacific Islander

Desired:

Thorough understanding of presenting issues and clinical dynamics as they relate to the population served by ICRC. Knowledge of community resources for older adults and family caregivers. Bi-lingual preferred.

Submit Applications/Resumes To:

Inland Caregiver Resource Center
1430 East Cooley Drive, Suite 124
Colton, CA 92324
Attn: Carmen Estrada
carmene@inlandcaregivers.org



Inland Caregiver Resource Center

www.inlandcaregivers.com

Job Description

I. Position Identification

Job Title: Intake Specialist (Non-exempt)

Reports to: Executive Director

Salary Range: \$14.00 - \$18.00 hourly

Customary Work Hours: 8:30 a.m. – 5:00 p.m.

Customary Work Days: Monday-Friday

Approved Date: January 1, 2015

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 Executive Director

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 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 2-3 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: Accuterm, Danic, Microsoft Word, Outlook, & Access,) 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 (Speakers Bureau, Training/Conference Attendance, etc.) as necessary.

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, community presentations and attend networking meetings.
3. Assists in planning and facilitating of 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.