



JOB DESCRIPTION

TITLE: INTAKE SPECIALIST

LOCATION: MAIN CAMPUS

REPORTS TO: DIRECTOR OF PROGRAMS

EMPLOYMENT STATUS: PART- TIME, NON-EXEMPT

MISSION

The mission of SA Hope Center is to love people well by empowering them to meet their own needs through wrap-around case management and wrap-around social services.

VISION

End generational poverty.

SA HOPE CENTER OVERVIEW

Founded in 2001, the SA Hope Center (SAHC) is a faith-based organization that provides compassionate help for families and individuals experiencing poverty, hunger, joblessness, and many other crisis situations. We equip our participants with skills in a relational, empowering, spiritual, and supportive environment with the goal of breaking the cycle of poverty in a holistic way.

The SA Hope Center has a special culture that is deeply rooted in our mission and faith. Our team encourages and provides deep, core values-based work and spiritual growth of team members. Our team is community and client-focused, fast-paced, professional, compassionate, growth-oriented, and innovative. We are committed to high performance standards and best practices so we can focus on mission fulfillment.

BENEFITS

We are a small organization with an investment in our employees. SA Hope provides:

- Health, Dental, and Vision Insurance
- Retirement
- Paid PTO
- 17 Paid Holidays
- Quarterly Paid Wellness Health Days

SALARY RANGE

\$17.00/HR

POSITION SUMMARY

The Intake Specialist is a vital SAHC team member determining what services might be needed and then guided to the right Case Manager or program. This position is the entry point for all individuals seeking assistance, guidance, and support from SAHC. The Intake Specialist answers questions related to services and makes referrals when necessary. This team member must be courteous, friendly, a problem solver and dedicated to delivering excellent customer service and strengthening our relationships with our participants. The Intake Specialist works closely with SAHC Case Managers and the Director of Programs ensuring a positive and productive experience for individuals seeking assistance. The Intake Specialist will establish and promote the culture and vision of SA Hope Center's core values of relationship, compassion, integrity, and diversity.

ESSENTIAL RESPONSIBILITIES

- Welcome individuals to the facility.
- Interview and complete initial individual's paperwork and enter it into Apricot database on a daily basis.
- Assign individuals to the right Case Manager in accordance to the need of the individual.
- Receives and analyzes incoming referral from partners or the AACN system to ensure a 24-hour response and referred to the appropriate Case Manager or program.
- Assist and complete Bexar County Utility Assistance forms and ID Recovery requests in collaboration with individuals needing assistance.
- Conduct Orientation for new participants on a rotational basis.
- Maintain positive relationships with all current participants, prospective participants, fellow team members, and partners.
- Follow up with Case Managers on wait time for new participants and ensure a short wait time of 2 weeks or less.
- Regular and reliable attendance is an essential job function.
- Perform other duties as assigned.

EDUCATION

- **Required Minimum Education:** High School or GED
- **Preferred Education:** Associate's Degree in Social Work or related field

EXPERIENCE

- Must have at a minimum 1-year experience working with a nonprofit; at-risk families and/or individuals in crisis

ABILITIES

- Strong interpersonal organizational skills
- Multi-task and be detail oriented
- Build relationships and work cohesively as a team
- Problem-solve, remain composed and effective in stressful situations
- Ability to adapt quickly and learn how to apply new methods and tools
- Maintain high standards of confidentiality
- Proficient with data management, information systems and have basic knowledge of Excel, PowerPoint, and Google Drive
- Strong in written and verbal communication skills
- Ability to set work priorities and evaluate and create solutions to work-related problems

CHARACTERISTICS

- Hungry, humble, and smart- as defined by P. Lencioni in The Ideal Team Player
- Strong personal integrity
- Positive and transformative leadership
- Firm grasp and complete embrace of ministry vision and mission

PHYSICAL DEMANDS

Physical requirements include occasional lifting/carrying of 40 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If interested in applying, please submit your Cover Letter and Resume via email to:

Rita Sandoval, Chief Operating Officer

rsandoval@sahopecenter.org

No phone calls will be taken. If you have questions, please email.

SA Hope Center is an Equal Opportunity Employer