

Greater Lawrence Community Action Council, Inc.

DIVISION:	Social Services
PROGRAM:	Community Services Center (CSC)
POSITION TITLE:	Intake & Client Services Specialist
FLSA CATEGORY:	Exempt
SALARY/GRADE/RANGE	Based on Experience
WORK WEEK/HOURS:	35 Hour week, excluding time for lunch; 5 Day week (Work-week is 40 hours, with one hour unpaid lunch)
IMMEDIATE SUPERVISOR:	CSC Program Director

Community Service Center is the gateway for clients coming to GLCAC Inc. to receive information and referrals to all program offerings, as well as eligibility for state-wide services. The Intake & Client Services Specialist is a new full-time position that will provide low-income individuals and families with access to support services to assist them in achieving long-term family and economic stability.

SPECIFIC REQUIREMENTS A CANDIDATE MUST HAVE:

- Strong client/customer service skills
- Commitment to client self-reliance
- Excellent interpersonal and problem solving skills
- Able to work independently and manage sensitive issues in a confidential manner
- Initiative to continually maintain and update referral information for clients
- Flexible and willing to be part of a team creating the best outcomes for clients to move toward family and economic stability

ESSENTIAL FUNCTIONS:

Intake Responsibilities:

- Become knowledgeable and become fully versed with all GLCAC, Inc. programs and the resources available in the broader community to support clients
- During the intake process, discuss with clients their personal goals for economic stability and counsel clients
- Enter accurate client information in the Octopia and the state's new Benefit Enrollment Coordination System (BECS) database systems
- Maintain up-to-date resource and referral information in the databases and other reference sources as necessary

Client Services Responsibilities:

- Determine client presenting needs, secure referrals and information, and be able to provide crisis intervention for clients
- Able to understand the underlying causes of the clients current circumstances in order to counsel clients on eligible services and the potential positive impact of the services to their goals
- Diligently work with a client until appropriate services are located and be willing to provide advice, complete applications, paperwork and translations necessary to advance the clients' goals
- Develop trusting relationships with clients that will facilitate the clients' relationship with all GLCAC staff

Work as a team with other staff:

- Provide support and expertise to other staff and volunteers working with current and ongoing issues pertaining to clients and the Greater Lawrence Community
- Assist with all administrative tasks as needed to provide seamless services to clients
- Establish work priorities, multi-task and carry out responsibilities in a timely manner, with limited supervision

QUALIFICATIONS:

- Bachelors' degree in social services or a related field, with a minimum of five years experience in human services serving low-income clients. (Eight years of experience and an associates' degree may be a substitute qualification.)
- Must be fluent in English and Spanish with the ability to comprehend, speak, read and write in both languages
- Must be reliable, have ability to maintain positive relationship and work effectively with low-income and immigrant families in a warm and respectful manner
- Must be proficient in the use of computers and knowledge of database operations
- Must be a team player and have a "whatever it takes" attitude

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