

## **POSITION DESCRIPTION**

**Position:** Intake and Front Office Supervisor  
**Program:** Supportive Services for Veteran Families  
**Reports to:** Program Director  
**Status:** Exempt  
**Date Revised:** 6/2021

### **POSITION SUMMARY:**

This position is responsible for interviewing applicants for the Supportive Services for Veteran Families Program to determine eligibility for financial assistance. This position sustains quality relationships with all clients to insure prompt completions and approval of applications. The Intake and Front Office Supervisor is responsible for insuring that all eligibility requirements are met by each applicant and coordinates the necessary paperwork in the event of disqualifications.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Provide records and services in compliance with Volunteers of America policies and the Veterans Administration SSVF Regulatory and Funding requirements.
  2. Maintain positive interactions with applicants, VA staff and other agencies.
  3. Maintain applicant files which will include personal information, identification, birth certificates, criminal background, income status, credit history, homeless certification, military discharge status, employment history, family composition and all other eligibility data in a timely fashion.
  4. Review all incoming VASH applications, recertification's and TFA requests.
  5. Monitor all EHA Motel stays and billing.
  6. Maintain and review all CSBG requests, monitor of budget and submission of CSBG monthly reports.
  7. Prior to enrollment, review all screening and intake files.
  8. Conduct telephone screenings to target the veterans most likely to be eligible for SSVF.
  9. Provide timely feedback to prospective applicants.
  10. Communicate applicants' information in a timely manner to assigned Case Manager and facilitate appointments.
  11. Coordinate with the Program Director and Housing Specialist to ensure that check requests are completed in an accurate and timely fashion.
  12. Participate in Volunteers of America and outside training sessions.
  13. Provide other documentation as required by funding source and/or VOA.
  14. Maintain records of all services rendered.
  15. Additional duties as needed or assigned.
- B. Responsible for assistance with client development.
1. Assure a safe, non-judgmental environment for the clients.
  2. Maintain positive, professional, relationships with clients and staff.
  3. Participate in agency and outside training sessions.
- C. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.

2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
3. Serve as part of the program development team by providing information and support for the development of quality operations.
4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

Bachelor's Degree preferred. This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of SSVF eligibility requirements. Knowledge and experience with the low income population, past mortgage/finance/real estate management, and at least three years of experience in the social services field is required. Must have flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license and ability to meet insurance carrier's guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Climb stairs as needed  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position supervises Administrative Assistants and delegates training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with business entities, clients, and all levels of support staff. This position is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**This Intake and Front Office Supervisor job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_