

POSITION DESCRIPTION

Position: Screening and Intake Specialist
Program: Supportive Services for Veteran Families (SSVF) **Status:** Non-Exempt
Reports to: Intake & Front Office Supervisor **Revised:** 7/2021

POSITION SUMMARY:

This position is responsible for interviewing applicants to the Supportive Services for Veteran Families Program to determine eligibility for financial assistance, provide resources and referrals. This position sustains quality relationships with all clients and staff to insure prompt completions and approval of applications.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Provide screening records and client 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. Establish and maintenance of new applicant files which will include, personal information; records, and statistical data.
 - a. Identification, birth certificates, criminal/credit background results, income status, asset information.
 - b. Homeless certification.
 - c. military discharge status, employment history, family composition and all other
 - d. Eligibility data in a timely fashion.
 - e. Conduct telephone screenings to target the veterans most likely to be eligible for SSVF.
 - f. Provide timely feedback to prospective applicants.
 4. Knowledge of available Veteran resources in all 7 counties we serve providing resources to both eligible and ineligible Veterans and tracking this information on a spreadsheet.
 5. Perform clerical activities including reception duties, greeting the public, answering telephone, typing, filing, copying, and maintaining spread sheets, data collection.
 6. Maintain, create and track office supply inventory, staff forms and templates in the copy room and outreach closet within stated budget and control of office supplies keeping both areas stocked with necessary forms/supplies/materials. Receive and promptly distribute mail and deliveries to appropriate staff member. Keep office machines maintained, arrange for repair when necessary.
 7. Assist in maintenance of mailing lists and any document distribution.
 8. Update call screening spreadsheet on a weekly basis providing information as required from SSVF Grantor when requested.
 9. Create and maintain vendor resource notebook, update with purchase orders, account numbers, contact info.
 10. Perform other duties as 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 training sessions.

C. Assist Intake & Front Office Supervisor.

1. Performing timely intakes consisting of completing interviews with Veteran households and their families collecting personal information related to homeless/housing status, verifying Veteran status, determining income eligibility in a supportive, nonjudgmental way. Answer all phone calls to intake line and check messages throughout the scheduled work day.
2. Present new Veteran applicants to the screening team on a weekly basis.
3. Complete prevention threshold screening form for Homeless Prevention/Rapid Resolution applicants.
4. Schedule intake appointments on google calendar.
5. Assist with follow up on all pending files for outstanding documents for potential SSVF clients.
6. Assist with file organization: Create files for all accepted Veterans and exit files each month and file in appropriate file cabinet.
7. Check HMIS Database for all newly screened applicants to determine basic eligibility (making sure they haven't received maximum allowable TFA or possible current enrollment with other SSVF providers).
8. Other duties as assigned.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills by reviewing SSVF Grant, SSVF Webinars related to eligibility and screenings, and attending offsite trainings as needed to enhance current skills necessary in this position.
2. Attend staff meetings/assigned trainings and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

Veteran status highly preferred. Working knowledge of SSVF eligibility requirements strongly preferred. This position requires the ability to provide services to clients without ethnic or social prejudices. Knowledge and experience with the low income population and experience in the social services field is required. Excellent computer skills and ability to manage data is necessary. 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 organizations insurance carrier guidelines are required.

SPECIFIC SKILLS REQUIRED:

Strong Computer Skills (excel, word, drop box, google calendar, google docs)
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
Stand, walk, bend, stoop, and sit frequently
Climb stairs as needed
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Intake & Front Office Supervisor 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:

The position does not supervise, however, may be delegated 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 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.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Screening and Intake Specialist 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.

Employee Signature: _____ Date Signed: _____