



INTAKE SPECIALIST

Summary of Position: To find and engage eligible homeless Veterans in the Volunteers of America Homeless Veterans' Reintegration Program, with the ultimate goal of helping them secure and maintain gainful employment, thereby increasing the likelihood of long-term economic self-sufficiency and residential stability.

Position Type: This position is non-exempt and reports to the Program Supervisor.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identify and engage male and female homeless veterans on the streets, in shelters and at other places where homeless people congregate. Produce at least 10-12 new referrals each month through no less than 12 organized outreach activities.
- Complete at least 8-10 assessment and service plan per month and make appropriate referrals to services including registering clients for employment readiness classes, peer support groups, etc.
- Meet with each assigned Veteran face-to-face at least once per month to provide support, monitor progress on the service plan, etc.
- Attend all outreach events within the community (i.e. stand-downs, employment/job fairs, employment training programs) to actively recruit homeless Veterans.
- Assist in cultivating ongoing relationships with other service providers (such as mental health and substance abuse providers) and providing important referral and resource information to co-workers and the HVRP supervisor to ensure the most up-to-date and comprehensive database of resources for Veterans in the program.
- Assist in maintaining a database of all available housing resources for program clients.
- Provide pre-employment assistance, including assistance in preparation for job placement and must include the strategies for addressing specific barriers identified in the comprehensive assessment and ISP.
- Provide immediate emergency services such as food, clothing, blankets and emergency transportation.
- Represent the interests of the agency, the program and the program participants in all activities.

Other Duties: As assigned by the supervisor.

Work Environment: Hours typically are Monday through Friday, from 9:00 AM to 5:00 PM. Some nights and weekends may be required.

Physical Demands: Physical demands are part of the essential functions of this position, for which reasonable accommodations will be made upon request or if the need for an accommodation is obvious.

Education and Experience:

- Position requires a high school diploma (or equivalent) and two years of related experience or a bachelor's degree and one year of related experience.
- Experience in counseling, crisis intervention, substance abuse/mental health issues, and familiarity with community resources is essential.

Qualifications:

- Must possess a valid State of Illinois driver's license.
- Requires a person with flexibility to work day and evening hours, including weekends and holidays as needed. May at times work in harsh weather conditions in the performance of his or her duties.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-time