

St. Vincent de Paul Georgia, Inc.

POSITION: Bilingual Intake Coordinator
REPORTS TO: Council Casework Manager
DEPARTMENT: Vincentian Services
STATUS: Full time, non-exempt



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Respecting the dignity of each person, St. Vincent de Paul Georgia (SVDP) brings hope and help to those in need so they may achieve stability and move toward self-sufficiency. The focus is on preventing homelessness, fighting hunger, and improving health. Programs include housing, utility assistance, food recovery and distribution, and prescription fulfillment through an onsite pharmacy. Services are provided through the headquarters' (Council) facility, 73 Conferences (parish-based chapters) and 9 Thrift Stores.

POSITION SUMMARY

Reporting to the Casework Manager, the Intake Coordinator is the first point of contact for visitors to the St Vincent de Paul Conference Support Center seeking assistance. They will provide a variety of services to those visitors including information regarding program eligibility, assistance with appropriate applications and referrals to partner agencies. In addition, they are responsible for screening and processing referrals for case management and food pantry assistance. This position is customer service based and also requires some basic case management.

Job Responsibilities:

- Triages clients in person and on the phone to determine appropriate next steps according to St Vincent de Paul Georgia policies and protocols
- Communicates processes, requirements, and aid options to those seeking assistance in English and Spanish
- Manages the intake process, provides direction and assigns duties to the volunteers and interns assisting in the Support Area
- Assess eligibility and enter applications and recertifications behalf of clients.
- Collects documentation and prepares check requests
- Makes assessments for eligibility for voucher for Thrift Store vouchers following established processes. Maintain budget for vouchers
- Ensures accuracy of paperwork and accurately input into Client Management System (CMS) database
- Provides administrative support Council Casework Manager and Caseworkers
- Provides interpretation services (Spanish/English) as needed
- Maintains knowledge of grant requirements and ensures compliance with funding sources
- Returns calls from the assistance line to NIN seeking assistance.
- Refers clients to community resources and other organizations.

- Provides excellent customer service to neighbors in need
- Manages files and documents, follow record-keeping requirements and maintain confidentiality. Manages multiple work streams and priorities simultaneously while maintaining quality, customer service standards and accuracy.
- Other duties as assigned

Qualifications:

- High school diploma or its equivalent
- A combination of experience of reception and intake within human services, outreach or other non-profit agency providing direct aid to the public is strongly preferred.
- Ability to read, write and verbally communicate in English and Spanish required
- Experience working with low income families and connecting them to services.
- Intermediate computer literacy including database management/data entry and reporting; experience with Microsoft Word, Excel and Outlook required.
- Strong organizational and time management skills with the ability to multitask and prioritize tasks effectively
- Demonstrated ability to use critical thinking to solve problems
- Complete specific training, background check (including fingerprinting) and maintain appropriate certifications as mandated by specific grants and contracts.
- Ability to handle difficult people and situations in an appropriate manner
- Ability to forge positive relationships with clients, co-workers and colleagues
- Ability to support the mission of a Catholic based, non-profit organization

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required to stand, walk and sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel objects or controls; reach with hands and arms. Regularly required to stoop, kneel, bend, crouch and lift up to 25 pounds

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position works in an in person office environment, Monday - Friday during normal business hours. He/She may occasionally support special events on nights and weekends.

Compensation:

Competitive salary commensurate with experience and background plus benefits, including health insurance and 401K retirement plan, 401K match, STD, LTD, Life Insurance, FSAHSA.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may perform other related duties as may be required.

To apply, submit letter of interest, resume, and salary requirements to sbatesboston@svdpgeorgia.org.

Learn more about St. Vincent de Paul Georgia at www.svdpgeorgia.org