



<b>Job Title</b>	Intake Specialist		
<b>Reports To</b>	Ready4Work-Hillsborough, Program Director		
<b>Salary Range</b>	\$14-\$16/hour	<b>FLSA Status</b>	Non-Exempt

### Company Overview

Abe Brown Ministries is a non-profit, Faith-based organization. The Ready4Work-Hillsborough (R4W-H) Program is responsible for providing job placement and other support services for offenders being released to Hillsborough, Polk, and Pasco counties or an ex-offender referred to Abe Brown Ministries.

### Job Purpose

The Intake Specialist is the main Ready4Work-Hillsborough point of contact for most prospective clients. The Intake Specialist takes a targeted approach to client recruitment by ensuring that prospective clients are informed of the R4W-H program offerings and converting program applicants into enrolled clients. By exhibiting superior customer services skills and professionalism, the Intake Specialist maintains consistent interactions with prospective clients, determines candidate eligibility, gathers required documentation, completes/orders a background check, and schedules eligible candidates for an Orientation session.

### Duties and Responsibilities

#### 1) Client Recruitment

- a) Recruit clients by visiting local probation offices and community events and participating in conferences and fairs.
- b) Develop a profile of clients eligible for the program by conducting research and interviewing (phone, in-person) clients to determine eligibility into program.
- c) Complete Intake Questionnaires on each potential client, conduct intake interview and analyze questionnaire results
- d) Maintain consistent, timely communication with prospective clients through the utilization of phone, email and mail while providing superior client service.
- e) Work independently to arrange orientation sessions, set appointments and promote the R4W-H program in a positive manner.

#### 2) Client Support

- a) Inform prospective candidates about the Ready4Work-Hillsborough program.
- b) Refer ineligible candidates to other agencies, when necessary.
- c) Contact candidates before scheduled Orientation Session as a reminder.
- d) Place follow-up calls to candidates who did not attend scheduled Orientation Sessions.
- e) Administer pre-program drug screenings for new candidates.

### **3) Community Partnership**

- a) Understand the re-entry population and available community services that will assist them.
- b) Develop a relationship with probation officers to receive timely client documentation.

### **4) Administrative**

- a) Collect required documentation and scan documents into ETO for each client.
- b) Log all related client notes and actions into ETO.
- c) Complete monthly background checks for all active clients in the Ready4Work-Hillsborough program.
- d) Check the website daily for online inquiries made to the site.
- e) Assign candidates to respective Case Manager following the Ready4Work-Hillsborough guidelines.

## **Qualifications**

- Bachelor's degree required, Master's degree preferred.
- At least two years human services experience preferred.
- Admissions experience within the career education sector a plus.
- Comfort in using computers and learning new software.
- Experience working with the underserved and persons in crisis.
- Strong documentation skills
- Excellent written and verbal communication skills, ability to establish rapport.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
- Ability to motivate others towards achieving goals.
- Must be able to maintain confidentiality involving both clients and fellow employees.
- Ability to legally operate a motor vehicle.
- Maintain professional appearance and comply with company dress code.
- Previous employment experience in a non-profit setting is a plus.

## **Working Conditions**

Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time. Work is generally performed within the office environment, with standard office equipment available.

## **Physical Requirements**

- Must be able to read, write and communicate fluently in English. Must have good vision and ability to lift up to 20 pounds.
- Must be able to spend long hours sitting and using office equipment and computers.
- May be required to do some light lifting of supplies and materials occasionally.