



## **Job Posting: Intake Specialist**

**Reports to:** Front Desk Supervisor

**Full Time  
One Evening Per Week**

### **Overview**

The HomeFront Front Desk is the first point of entry for thousands of families a year that are seeking the wide range of support services that HomeFront offers. The HomeFront Intake Specialist is responsible for creating a welcoming and effective Front Desk experience for HomeFront families. The Intake specialist leads our effort to assess the needs of new and existing clients, make accurate and timely referrals, gather required paperwork, collaborate with internal and external partners, distribute material goods, and ensure high quality, trauma-informed service for every family seeking our assistance.

### **Essential Job Functions:**

- Greet and meet with clients, many of whom are in crisis, to assess their situation and immediate needs
- Provide excellent customer service on the telephone by professionally responding to inquiries regarding available services
- Facilitate client access to available resources including HomeFront's Fran's Food Pantry, the FreeStore, the Diaper Resource Center, Camp Mercer, and seasonal drives
- Supervise the Front Desk Intake Receptionist
- Coordinate an intake process that produces timely, accurate and complete files with required documentation
- Manage Fran's Food Pantry including volunteer and inventory management, logistics, and client access
- Maintain accurate records through files and database data entry
- Build strong and meaningful relationships with volunteers and community partners
- Foster a welcoming environment at the Front Desk and in all client reception areas and restrooms
- Process emergency housing referrals
- Create and disseminate accurate reporting to internal and external stakeholders
- Make timely and accurate referrals to internal and external resources
- Monitor and manage shared common office spaces – reception areas, conference room, staff kitchen, restrooms, etc. – to ensure that all spaces are properly equipped, organized, and clean

### **Job Competencies**

- Excellent verbal and written communication skills, bi-lingual / Spanish preferred
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Computer Literacy/intermediate Microsoft Office skills
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds

### **Minimum Required Qualifications**

- Associate's Degree or significant social services employment experience
- Satisfactory criminal background
- Ability to pass drug screening test
- Familiarity with local social services resources/systems and supervisory experience preferred

### **Physical Demands:**

- Must be able to lift up to 25 lbs.
- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Job operates in an office setting which routinely uses standard office equipment
- Exposure to the outdoors and inclement weather is possible

### **Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may be added or change at any time.

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