

The logo features a stylized blue and green graphic on the left, resembling a path or a flame. To its right, the word "PATHWAYS" is written in a large, blue, serif font, and "COMMUNITY CENTER" is written below it in a smaller, blue, serif font.

PATHWAYS COMMUNITY CENTER

A religious non-profit organization founded on Christian principles.

VISION

A unified community effort to provide comprehensive solutions to redirect and renew the lives of people in need

MISSION

To be the single point of entry facility, housing service agencies , that together stand ready to serve people in our community.

GUIDING SCRIPTURE

For I was hungry and you gave me something to eat,
I was thirsty and you gave me something to drink,
I was a stranger and you invited me in,
I needed clothes and you clothed me,
I was sick and you looked after me,
I was in prison and you came to visit me.

"The King will reply, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for Me.'"

Matthew 25: 35,40

GUIDING PRINCIPLES

- We seek to demonstrate both coordinated and collaborative strategy.
- We provide a collaborative pathway to personal stability for every willing person.
- We ascribe to person-centered focus.
- We implement best practices for service delivery.
- We practice accountability and transparency in every element of our work.
- We continually evaluate outcomes related to our implementation process.

We are inspired and rooted in a Kingdom ministry approach to all plans, decisions, and activities and will maintain a steadfast commitment

PATHWAYS COMMUNITY CENTER POSITION DESCRIPTION

POSITION TITLE: Part-time Intake Specialist

FLSA STATUS: Non-Exempt/Part Time

SALARY RANGE: 10.00 to 15.00 per hour

POSITION GRADE:

COMPONENT:

REPORTS TO: Pathways Community Center Director

LOCATION: Pathways Community Center

PREPARED BY: Pathways Operations Committee

DATE: February 2019

APPROVED BY:

DATE:

SUMMARY:

The Intake Specialist (TIS) is the first contact when someone enters Pathways. They **work** at the reception area, where they greet clients, answer or refer inquiries, handle phone calls and mail, and keep the premises clean and organized. The TIS is responsible for the Pathways Community Center intake application process in determining client eligibility. Responsible for providing general information and referring homeless individuals and those at risk of homelessness to initial critical services.

SPECIFIC RESPONSIBILITIES:

1. Shall provide excellent customer service through face-to-face contact and telephone calls, responding to information requests, conducting research, assisting to maintain a cohesive and positive environment for staff, participants, and stakeholders.
2. Interviews applicants to determine eligibility by verifying all income, allowances, and assets in compliance with Pathways Community Center policies and procedures. Notifies applicants of determination.
3. Creates file and input all data from daily intake client files into designated information system used to generate reports to the partner agencies. Ensure accurate and timely data entry relevant to records
4. Review results from initial needs assessment and act upon critical needs, i.e. temporary shelter and food, appropriately and immediately by providing referrals for services. Document services provided.
5. Conducts group and individual presentations orienting applicants regarding community center rules, regulations, and responsibilities.
6. Shall maintain all PCC applicant files and safeguard all sensitive documents in locked filing cabinets and/or room and adhere to Federal Privacy Act.
7. Collect data necessary to meet funding requirements and statistical reports.
8. *Other duties as assigned.*

PRE-EMPLOYMENT QUALIFICATIONS:

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.

EDUCATION and/or EXPERIENCE

1. An Associate's Degree required in Social Work or related field.
2. At least two years experience working with homeless or low-income populations, including persons with mental health disabilities and substance abuse problem
3. Proven ability to apply techniques in assisting participants including knowledge of programs and services available for low-income in York County area. Proven ability to conduct intake and eligibility determination in an effective and efficient manner.
4. Possess the ability to meet, work, and interact with all segments of the community.

5. Experience working with confidential information, files and electronic files, along with demonstrating high ethics in maintaining privacy.
6. Demonstrated knowledge and proficient use of MS Office Software Applications, especially Excel, Word and Internet, and demonstrated data entry ability. Ability to learn and use specific software applications applicable to the position, i.e. HMIS.

OTHER SKILLS AND ABILITIES

- Ability to operate office equipment that includes desktop computer, printer, calculator, copier, fax machine, multi-key telephone system, scanner, etc.
- Ability to type at least 40 words per minute.
- Ability to calculate figures and amounts such as discounts, interest, averages and proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures and government regulations.
- Demonstrated ability to effectively present information and respond to questions in building relationships with all agency partners, clients, stakeholders and the general public.
- Demonstrated ability to compose correspondence, create and interpret reports and procedure manuals.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License, Proof of Auto Insurance and Reliable Transportation that may be used in the performance of duties.
- First Aid Certification (Preferred)

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.
- While performing the duties of this job, the employee is regularly required to walk, stand, crawl, bend, stoop, climb, use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to sit and talk, hear. The employee may occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

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.
- Comfortable with fast-pace and fairly independent/autonomous working environment. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

SPECIFICATION

- The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

- Must be dedicated to the Pathways mission and interested in communicating results to varied audiences.
- Must be able to prioritize, multi-task, meet deadlines, and remain organized and focused on the outcome to move families and individuals out of homelessness.
- Strong sense of ethics, professional boundaries, and an inviting demeanor.
- Respect for homeless people, diplomacy/tact, optimistic outlook and sense of humor are essential.
- Patience, flexibility, and adaptability are also important. The person in this position must be able to tolerate differences of opinion and have appreciation for diversity.
- Familiarity with motivational interviewing techniques in the housing first approach.

Employee

Date

Supervisor

Date