

FAMILY FOCUS INC.

Job Description

INTAKE COORDINATOR

Program: MC Program Support/Clerical Updated 11/2017
Status: Non-Exempt / Full Time
Immediate Supervisor: Chief Operating Officer
Workers Supervised: None

POSITION SUMMARY

Performs various functions and duties as assigned for accurate field staff support. Processes referrals into the database. Distributes referral information to Field staff.

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES

Essential job functions / listing all physical and mental demands of the job are as follows:

- Processing referrals in the referral database system
- Assist with the completion of the annual IVB outcome report
- Assist as liaison to all referral sources.
- Provide staff information regarding referrals in a timely manner
- Assist with client calls
- Assist with routine chart maintenance (log, distribute, and assist with filing paperwork, when necessary; open/close charts)
- Coordinates and tracks attendance, statistics for Parent Education and Father Engagement programs
- Explores and solicits funding for Parenting Programs
- Order and prepare, inventory curriculum for Parenting programs
- Responsible for setup of all Program meetings and/or field staff training seminars. Including preparing sign in sheet, set up tables and chairs, ordering food and drinks, decorations, etc. when needed
- Responsible for the return of all equipment and materials provided by Family Focus, Inc.
- Responsible for participating in additional training as requested
- Attend departmental and organizational meetings as requested
- Responsible for consistently protecting confidentiality of all clients, employees, and agency records
- Is available to staff and/or clients as requested
- Assist with switchboard as necessary

Additional Job Duties:

- Perform other duties as assigned by the supervisor or Director

- Responsible for the return of all equipment and materials provided by Family Focus, Inc.
- Must respond to emails and voicemails in a timely manner
- During busy times, staff may be asked to work overtime

JOB REQUIREMENTS:

Education:

High School diploma or equivalent required; Bachelor’s degree from four-year college or university in Social Services or Business preferred; One year experience in social work; 2-3 years clerical experience (non-profit agency preferred)

Experience/Knowledge:

Good punctuation, spelling, grammar and attention to detail a must. Strong interpersonal skills are essential. Computer experience, including familiarity with spreadsheet and word processing applications required. Must be capable of operating basic office equipment, i.e., computers, printers, copiers, fax machines, etc. Experience with grant funded programs preferred.

This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Work Environment: Work is performed in an office environment with occasional lightweight lifting up to 30 pounds, bending, stooping, sitting and stair climbing. Must be able to drive an automobile or have ability to make transportation arrangements to various locations for business purposes.

Other Requirements:

- Per grant requirements all employees must pass the following background checks:
 - Fingerprint Based- National Criminal History (includes Indiana State Juvenile History) background check
 - Indiana State Limited Criminal check
 - Sex and Violent Offender Registry check
 - Local Police/Sheriff records check
 - Child Protective Services History check
- Physical examination
- Drug Screen (pre hire and randomly)
- Maintain Customer service standards at all times including while functioning under pressure
- Ability to be culturally sensitive and appropriate
- Responsible for consistently protecting confidentiality of all clients, employees, and agency records

General Requirements:

- Abide by strict code of confidentiality according to legal and professional standards
- Carry out goals and policies of the agencies
- Pursue professional growth through workshops, classes, reading and in-service training.

I have received, read, and fully understand this job description and its requirements. I can fulfill the essential job functions and responsibilities of this position description.

Employee Signature

Date