

**COMMUNITY ACTION PLANNING COUNCIL
JOB POSTING
(In-House and Out-of-House)**

JOB TITLE	Intake Worker
PROGRAM/DEPARTMENT	Family Center
JOB LOCATION	Watertown NY
POSITION GRADE	4
WORK HOURS PER WEEK	35 (Hours may vary, occasional evenings)
PAY RATE	\$13.06 per hour
REPORTS TO	Program Director
EMPLOYMENT STATUS	Temporary Full-time Non-Exempt

JOB SUMMARY: The Intake Worker is responsible for interviewing and assessing customers seeking Family Center services, including but not limited to Food Pantry, Utility / Rental Assistance, Holiday Programs and Tax Preparation. This position also serves as the primary contact for Fair Housing Resource and Referrals and provides support to the planning and coordination of an Annual Fair Housing Roundtable event. The Intake Worker provides coverage to switchboard / reception, greets agency customers and facilitates intake paperwork. This position requires direct customer contact, including intake and provision of services and/or referrals. Expectations for all Family Center staff include: respectful, non-judgmental treatment of all people, cross-training to ensure continuity in customer service and collaborations (internal & external).

ESSENTIAL JOB DUTIES: THE MAJOR RESPONSIBILITIES OF THIS POSITION INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Contribute to the planning and implementation of strategies that meet the needs of the low-income population. Provide input into the development of the Community Action Work Plan and provide quarterly updates of outcomes / outputs achieved.
- Interview customers to assess needs; screen for eligibility for Community Action services; provide services, information, referrals and advocacy as needed.
- Provide coverage of reception area (answering phones, greeting customers, etc.).
- Provide support to Food Pantry operations, to include record-keeping, inventory management, and volunteer training.
- Serve as a Fair Housing resource; help customers to determine whether they have a Fair Housing issue and provide referrals to appropriate third party organizations; follow up to ensure issues have been addressed.
- Provide support in planning and implementing annual Fair Housing event.
- Coordinate food drives and donations to support the agency.
- Coordinate Tasting Experiences and other opportunities to promote healthy eating habits.
- Maintain customer files and program data; generate reports.
- Follow-up on referrals to ensure provision of service and continuity of assistance.
- Maintain positive relationships with existing partners; seek opportunities for new partnerships/collaborations.
- Perform other duties as assigned.

MINIMUM REQUIRED JOB QUALIFICATIONS

EDUCATION: 18 credits beyond High School in Human Services and/or related field, or specific certification (Family Development Credential) with 6 additional credits.

EDUCATION ALTERNATIVE: N/A

CERTIFICATES AND/OR LICENSES: Valid driver's license.

WORK EXPERIENCE: One year in Human Services or Customer Service field.

SUPERVISORY RESPONSIBILITIES: N/A

SKILLS OR OTHER ESSENTIAL REQUIREMENTS FOR THIS POSITION: Exceptional communication skills; organizational and time management skills; able to balance multiple priorities; ability to remain calm under pressure; adaptable and flexible.

COMPUTER SKILLS: Above average computer skills, including spreadsheets.

WORK ENVIRONMENT: General office environment, food pantry and warehouse (food storage).

EMPLOYMENT STANDARDS: Must be able to provide own transportation to perform job responsibilities, must be able to pass background clearance. Occasional local travel during normal work hours.

EQUIPMENT USED: Personal computer, printer, copier, telephone, fax, scanner, calculator.

PHYSICAL REQUIREMENTS: Must be able to sit for prolonged periods of time not to exceed four consecutive hours, manual dexterity, visual acuity to operate a computer, must be able to handle multiple priorities and deadlines. Able to lift/carry food boxes averaging 25 pounds.

To apply, submit updated resume and CAPC application form by 4:00pm on October 9th to Community Action Planning Council, 518 Davidson Street, Watertown NY 13601, Fax 315-785-0892 or via email at hr@capcjc.org. Application available at www.capcjc.org.

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