



EVERY NEIGHBOR MATTERS

J. Verne Smith Center  
202 Victoria Street

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<b>Position Title</b>	Bilingual Intake Specialist
<b>About Us</b>	Greer Relief is a nonprofit human service organization where every neighbor matters. We are dedicated to providing Stability & Empowerment programs to help our neighbors in need become neighbors who thrive. We seek to reflect the diversity of the community and are committed to partnerships that support healthy lifestyles and families. The long term goal of Greer Relief is to help neighbors identify and treat/correct/improve their barriers, not just the immediate need, thus leading to long-lasting success.
<b>Description</b>	The Bilingual Intake Specialist position is a unique opportunity to deliver neighbor-centered services. This is the first impression for the organization. The Bilingual Intake Specialist is responsible for establishing a professional and supportive first contact for our neighbors in need, conducting initial screenings for services, and providing support for the case management process.
<b>Reports To</b>	Neighbor Advocate
<b>Hours</b>	16 hours/week 1 position M: 8:30 – 5 with 30 min lunch, W & F: 8:30 – 11:30 AM 1 position Tu & Th: 8:30 – 5 with 30 min lunch
<b>Compensation</b>	\$13-15/hour

**EXAMPLES OF TASKS:**

This staff person will perform a variety of duties, the most important of which is to make sure that applicants are seen and served with dignity.

The Bilingual Intake Specialist will perform the following tasks:

- Ensure the lobby is clean and welcoming
- Answer phones and direct calls appropriately, including providing resource referrals to other agencies/ services
- Greet applicants and others upon arrival and provide general information on programs
- Receive, screen and process paperwork and information from applicants
- Verify and update all applicant information and enter it into Charity Tracker in a timely manner
- Monitor and ensure availability of all case file forms and request office supplies related to job
- Evaluate service histories and service eligibility, schedule case management appointments
- Prepare food and supplies for applicants
- Assist the Case Manager in maintaining up to date and accurate applicant information
- Responsible for monthly intake reports – includes ability to collect and input accurate data
- Participate in team meetings as needed
- Adheres to the “Ethical Standards for Human Service Professionals”
- Performs other related duties as assigned

**MINIMUM EXPERIENCE / EXPERTISE:**

- **TRANSPORTATION:** Must have a valid driver’s license and provide own transportation for work related travel as necessary.
- **EDUCATION:** High School Diploma or equivalent; post-secondary education a plus
- **EXPERIENCE:** Two (2) years of comparable work experience in human services and/or customer service or a closely related field.
- **SKILLS:** Experience and/or commitment to working with low income, special needs and/or formerly homeless populations. Detail oriented and organized. Flexibility, creativity and initiative to work both independently and as part of a team. Superior writing and analytical skills. Demonstrate effective communication and collaboration with management, program staff, partner agencies, volunteers and applicants to ensure quality of service delivery. Must possess personal performance characteristics of dependability, creative problem-solving and excellent interpersonal skills. Excellent communicator, including writing, speaking and editing. Strong organizational and document management skills with attention to detail.
- **COMPUTER SKILLS:** Comfortable with using office equipment, i.e. copier, fax machine, printer, etc. Proficiency in Microsoft Office - especially Word, Excel, and Outlook.
- **PREFERRED LANGUAGES:** fluent in English and Spanish
- **All Staff of Greer Relief and Resources Agency must successfully complete a criminal and financial background investigation.**
- Working knowledge of Low Income Housing Tax Credits, Section 8, (NYCHA and HPD) DHCR, Rent Stabilization Law, Rent Guidelines Board and Fair Housing a plus.

Greer Relief & Resources Agency is an equal opportunity employer.