

Okanogan County Community Action Council

Recruitment Announcement for Coordinated Entry Intake Specialist

OCCAC Mission: Leading a revolt on poverty through education, empowerment, and engagement.

OCCAC Values: Integrity. Accountability. Advocacy. Community.

Okanogan County Community Action Council is seeking a collaborating team member to provide support in provides services to individuals and families experiencing crisis or barriers to self-reliance.

Salary Range: \$17.00 – \$32.72 per hour (DOE) with a starting range of \$17.00 - \$22.00 per hour (DOE) with medical, dental, vision, Simple IRA and match. Non-Exempt

Deadline for Application: December 1, 2023, for first review. Position open until filled. Email cover letter, resume, and three professional references to HR@occac.com and/or call 509.422.4041 or 509.283.1046 with questions.

For a complete Job Description, go to www.occac.com/about-us/employment/

About Okanogan County:

Okanogan County is for the adventurous. Seventy percent of the land is state and federal forest with limitless recreation opportunities for fishing, hunting, hiking, biking, horseback riding, and more. You will find wide-open spaces teeming with wildlife, spectacular scenery from the Columbia River to the mountain peaks of the North Cascades, and family fun for all.

To learn more, go to www.okanogancounty.com and www.okanogancounty.org

| Position title | Department | Reports to |
|--|---|--------------------------|
| Coordinated Entry intake Specialist | Support Services | Support Services Manager |
| Employment status | FLSA status | Effective date |
| <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time 40 hr/wk | <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt | Nov 15, 2023 |

Position Summary

The Coordinated Entry Intake Specialist (CEIS) is a part of the agency's Support Services Team, which provides services to individuals and families experiencing crisis or barriers to self-reliance. As a member of the Support Services Team the CEIS collaborates in reaching Team goals.

The CEIS will be responsible for capturing calls to the coordinated entry system daily, logging and determining which ones require direct referral and which ones will need to be connected with case management. The CEIS will perform initial intakes and assessments that include health and safety risks that indicate diversion is not a good option and prioritize households in compliance with grant funding sources. This position will function within the Support Services Team to provide specialized expertise in all client service-related areas and will provide clerical and administrative support.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Provide consultation with individuals and families in areas of service.
- Maintain confidentiality of client information.
- Capture all entries into the Coordinated Entry system daily; contact clients within 24 hours and/or refer to community partners.
- Utilize compassionate and practical problem-solving conversation to identify the household's strengths and resources. Utilizing techniques for planning and support for timely resolution of housing crisis and advocacy with landlords, family, and friends to secure or stabilize housing and connect families to mainstream community-based services.
- Listen for information that will help understand how to effectively tailor housing services for each household.
- Ability to refer to the network of providers in Okanogan County.
- Coordinate with case managers and service providers to provide referrals and services appropriate to meet the goals of the family.
- Work with households to identify options for housing stability, shelter, and other needs.
- Ensure eligibility of families/individuals.
- Perform initial intake and/or assessment.

- Maintain accurate records of client interviews.
- Schedule families/individuals for case management services as appropriate.
- Have knowledge of all agency programs.
- Provide back-up for reception duties (i.e., break and lunch coverage, absences).
- Build and maintain relationships with external social service providers and community providers to facilitate effective referral and direct services.
- Provide information and support to families in designated areas of service.
- Coordinate communication and contract activities between case managers.
- Utilize required systems to enter data.
- Organize and maintain agency centralized databases and case files.
- Organize, update, and maintain individual paper and electronic files as needed.
- Assist in preparation of data for reports.
- Coordinate with Outreach and Communications staff to contribute to outreach events and community partnerships.
- Attend all staff meetings.
- Other duties as assigned.

Qualifications (Knowledge, Skills, and Abilities)

Desired Qualifications

- High School diploma or equivalent
- Ability to work on a Team.
- Strong communication and interpersonal skills.
- Demonstrated understanding of Low-income culture.
- Bilingual (English/Spanish) desired.
- Demonstrated experience with or willingness to learn about Client Services and Housing Services of the agency.
- Demonstrated experience or education in family support and/or counseling.
- Basic clerical skills.
- Willingness & ability to travel on agency business.
- Valid Washington Auto Insurance coverage.
- Valid Washington State driver's license with acceptable driving record.

Preferred Qualifications

- Bachelor's degree in a field directly related to families, case management or to the delivery of client services or equivalent education/experience.
- Proven ability to network with other organizations and service groups.
- Proven ability to prepare reports and handle extensive written communications.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment

or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at-will relationship.

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.