**JOHNSTON-LEE-HARNETT COMMUNITY ACTION, INC.**

**DSS INTAKE WORKER**

**Position Title:** Intake Worker

**FLSA Status:** Non-Exempt

**Work Schedule:** Monday – Friday 8:00 a.m. – 5:00 p.m.

**Job Status:** Temporary Part-time

**Supervised by:** Executive Director

# POSITION SUMMARY

The Intake Worker is responsible for the initial intake of clients. They will need to keep and maintain records of all information revealed and given at time of interview. Client information must be put into the system. The Intake Worker will verify all information for client’s eligibility into the program. They will review, process, and submit all vouchers for payment of assistance.

# ESSENTIAL FUNCTIONS

* Conduct the initial consultation with clients.
* Complete needs assessment and eligibility determination process.
* Put client’s personal information into the system.
* Review, process, and submit applications to Supervisor for approval.
* Maintain electronic and hard copy file for participants.
* Document and maintain up-to-date information on services provided.
* Perform all related work as directed by Supervisor.

# POSITION QUALIFICATIONS

* *Oral Communication* – Ability to communicate effectively with others using the spoken word. Speaks clearly and persuasively in positive or negative situations. Obtains clarification; responds well to questions.
* *Written Communication* – Ability to communicate in writing clearly and concisely edits work; varies writing style to meet audience needs. Ability to read, interpret and comprehend written information.
* *Interpersonal Skills* – Ability to get along with a variety of personalities and individuals. Focuses on solving conflict, not blaming others. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others’ ideas and tries new approaches.
* *Judgment –* The ability to formulate a sound decision using the available information. Willing to accept responsibility for making accurate business decisions. Supports and explains reasoning behind opinions. Includes appropriate people in decision-making process. Makes timely decisions.
* *Public Information Techniques* – Practices the principles of communications through a variety of different mediums including print, Internet, e-Newsletters, television, and radio, PowerPoint. Exhibits strong problem solving and relationship building abilities and techniques.
* *Working Under Pressure* – Ability to complete assigned tasks under stressful situations.

# SKILLS AND ABILITIES

* Preferably Bachelor’s Degree in social work or related field.
* Need a Valid driver’s license and an available vehicle.

***I have read and understand the job description listed above. My questions have been answered. I am fully qualified for this position and can perform the duties as described. I understand that this is not an exhaustive list of all my duties and responsibilities. I understand that Management (and no other) reserves the right to revise this job description as deemed necessary.***

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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