



Catholic Charities of Los Angeles, Inc.

Job Description

Job Title: Client Resources Coordinator II(Intake Clerk)

Job Code: A2660

Pay Grade: 7

Department: Various

FLSA Status: Non-Exempt

Location: Various

Reports To: Program Coordinator

Summary

Serves clients through counseling, advocacy, and guidance. Assesses clients; needs and counsels them in regard to achieving their personal goals; develops and carries out care plan for clients and answers their inquiries. Conducts intakes for the participant's entry into the family shelter. Checks in/out all participants entering and exiting the family shelter. Assists clients to complete application forms for agency, government and other social service assistance. Performs related clerical work such as typing, filing, sorting, and distributing mail and photocopies correspondence, memos, reports, etc. Completes forms and records. Also ensures HMIS information is accurate of 95% per contract requirement. Intake worker also runs all data integrity reports and corrects any errors or missing information. Completes motel paperwork for crisis housing entry.

Essential Duties and Responsibilities

- Provides educational assessment and instruction necessary to achieve competency approved by the Private Industry Council.
- Coordinates delivery of services by making referrals including referrals for financial assistance to clients in need of emergency food, shelter, clothing, rental assistance, transportation, medical, and special needs.
- Serves as advocate with government agencies to obtain public assistance.
- Reassess clients to determine if services are progressing according to plan.
- Participates in outreach programs; represents Program/Region at community meetings.
- Completes intakes at the City of Long Beach-MSO Office Monday-Friday.
- Helps prepare necessary reports, requisitions and statistics.
- Assist in the day to day operations of the shelter.
- Develops and implements as individualized study plan for remediation and Basic Skills Training.
- Assists in development of Individual service Strategy (ISS) for clients in their career and vocational plans.

- Assists with post-program follow-up and progress of clients to evaluate effectiveness of competency program.
- Assists with recruitment, assessment, placement and follow-up of client services.
- Conducts pre and post testing of clients to evaluate effectiveness of educational services and competency of clients.
- Supervise volunteers working with various San Pedro Region programs.
- Provides regular evaluation of client programs to ensure satisfactory progress
- Promotes continuous quality improvement and service delivery that is aligned with the Agency's mission.
- Displays sensitivity to the client population's cultural and socioeconomic characteristics.
- Data entry-CaseWorthy ,LB- HMIS and LA-HMIS.
- Performs related duties as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree preferred; completion of 2 years of college required plus one to three years of related experience required.

Knowledge, Skills and Abilities

Knowledge:

- Principles and practices of organization and administration.
- Catholic Charities' policies, procedures and organization.
- Counseling and assessment techniques.

Skills and Abilities:

- Plan short- and long- range activities.
- Handle public contact and relations effectively.
- Maintain accurate and orderly records.
- Develop and maintain effective working relationships.
- Analyze and resolve problems.
- Organized and direct several activities.
- Display sensitivity, tact, and responsiveness in various situations and needs.
- Maintain a high level of confidentiality.
- Use independent judgment and initiative.
- Writes clearly and informatively.
- Speaks clearly and persuasively in positive or negative situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Project Management software; Spreadsheet software and Word Processing software.

Physical Demands

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

While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually noisy.

I have read the job description above and I understand that the knowledge, skills, abilities and assigned responsibilities listed are conditions of my employment with Catholic Charities of Los Angeles, Inc. I also understand that the job description may be changed or altered at any time and may not include all of my job responsibilities.

Employee Name (Print)

Supervisor Name (Print)

Employee Signature

Supervisor Signature

Date

Date