

HARBOR INTERFAITH SERVICES JOB DESCRIPTION

Client Intake SPA 8 Coordinated Entry System (CES)

Client Intake is responsible for ensuring client information is entered into the Los Angeles Homeless Management Information System (HMIS) and to complete CES Survey/Next Step Tool for homeless individuals entering the Coordinated Entry System.

SPECIFIC DUTIES:

1. Conduct CES Surveys (Single Adults) & Next Step Tool (Youth) assessments with clients entering CES System.
2. Responsible for entering all client information into the Homeless Management Information System (HMIS) including case notes, exit information, progress made in the program and follow up information.
3. Maintain complete client records in the Access Center component.
4. Maintain homeless verification log for Individuals & Youth.
5. Attend staff meetings, case conferences, training workshops and community meetings as needed.
6. Other duties as requested.

EXPERIENCE / EDUCATION:

- High school diploma/GED & 1-year experience with data entry.
- Computer literate, organized with attention to detail.
- Self-starter that takes initiative and completes tasks in a timely manner.
- Able to take direction and handle multiple tasks.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable/challenging individuals.
- Ability to have a “whatever it takes” attitude when working with challenging individuals.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Ability to listen with sensitivity to other people’s feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
- Strong oral and written communication skills
- Creative problem-solving skills
- Ability to work as a member of a team.

ACCOUNTABILITY AND REVIEW

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6-month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, M-F

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

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

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.