
POSITION TITLE: **INTAKE WORKER**

February 2019

REPORTS TO: Community Living Connections Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Divides time between centralized office and off-site throughout Stevens county. Provides information, assistance and intake of customers; assesses current needs; develops service strategies; and makes appropriate referrals internally and externally.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Assesses customer needs.
- * Develops referral and/or service plans.
- * Provides community resources information to the public in person locally at the central office, at sites throughout Stevens County, or by telephone.
- * Assists customers to access resources via direct assistance and/or referral.
- * Provides customer advocacy as necessary to insure access to available resources.
- * Remains current on agency and community based resources.
- * Maintains accurate records as necessary to provide for documentation and evaluation of referrals and services.
- * Prepares necessary reports and correspondence.
- * Works with agency and other community based resources to insure clients have equal and fair access to services.
- * Performs other duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Extensive knowledge of social service delivery principles and practices.
- Knowledge of client assessment techniques and service plan development.
- Ability to design, compile and present reporting documentation.
- Ability to prepare correspondence.
- Extensive knowledge of federal, state, and local policies, procedures, and regulations applicable to area of assignment.
- Ability to analyze and evaluate customer needs and develop and implement corrective plan.
- Ability to communicate effectively.
- Knowledge of and ability to operate a computer, including thorough understanding of Microsoft Word, Access and Excel.
- Ability to establish and maintain effective working relationships with customers, agency staff, partnering organizations and the general public.

REQUIRED EDUCATION OR EXPERIENCE:

An Associates degree in social services or related field; two years experience in a related field;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge, and ability required to perform the job.

REQUIRED CERTIFICATIONS AND LICENSES:

Valid driver's license in state of residence.

Auto insurance in the amount required by the State of Washington.

Access to reliable transportation.

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Acceptable completion of a criminal history background check.

* **ESSENTIAL ELEMENTS**