CLASS TITLE: **Intake Coordinator**

CHARACTERISTICS OF THE CLASS: Under general supervision, supervises client intake activities at a Family and Community Services area office; and performs related duties as required.

ESSENTIAL DUTIES: Supervises a staff of Human Service Workers responsible for providing direct services and referrals to community residents in need of support services; makes work assignments and monitors individual case loads to ensure the timely and efficient servicing of clients; monitors staff engaged in making initial client needs assessments, providing direct services including issuing emergency family food and referring clients to agencies for other support services; acts as liaison to various emergency shelters and assists staff in making client referrals; coordinates the assignment of staff to emergency cases to assist families affected by fire or evictions; implements and revises work and reporting procedures to improve service delivery; works with other community agencies and organizations to identify and coordinate available social services and programs; requisitions and maintains inventory records of supplies and emergency food boxes; oversees the maintenance of daily activity reports to accurately report number of clients served and types of services provided; prepares narrative and statistical reports on unit's work activities.

RELATED DUTIES: Performs case management duties, providing in-depth evaluations of problems and providing assistance to clients or families in need; makes home visits or other outside visits to clients or families as part of case management functions.

MINIMUM QUALIFICATIONS:

**Training and Experience.** Four years of progressively responsible community or social service experience including one year of supervisory experience, or an equivalent combination of training and experience. A valid State of Illinois driver’s license is required.

**Knowledge, Abilities and Skill.** Good knowledge of departmental social service programs and services. Good knowledge of available community resources and referral services. Good knowledge of interview and intake techniques.
CLASS TITLE: Intake Coordinator (Cont'd)

Ability to assign and review the work of staff. Ability to develop networks and coordinate efforts with other social service agencies. Ability to assess client needs and make appropriate referrals. Ability to operate computer equipment.

Good oral and written communication skills. Good human relations skills. Good supervisory skills.


Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.