



POSITION: PARTICIPANT INTAKE COORDINATOR
REPORTS TO: ASSOCIATE DIRECTORS, INTERIM HOUSING & PERMANENT HOUSING
CLASSIFICATION/FLSA: FULL-TIME/NON-EXEMPT

The Participant Intake Coordinator (PIC) provides direct support to the program team and serves as the point of contact for program eligibility and the intake process. The PIC serves as the initial point of contact for all participants seeking services at UBH, eligible participants are enrolled in the agency's interim and permanent housing programs. The PIC works directly and in a collaborative manner with the Coordinated Entry System (CES) including the Family Solutions Centers within Los Angeles County.

ESSENTIAL FUNCTIONS

INTAKE

- 1) Answers all incoming phone calls and online inquiries in a timely and courteous manner.
- 2) Answer general questions about UBH's programs and provide necessary information about each program offered in an intelligible and accurate manner.
- 3) Performs screening and assessment for participant eligibility.
- 4) Assists participants with obtaining all necessary information needed to be enrolled in UBH programs.
- 5) Completes intake, assessment, and referrals in coordination with participant following the documentation standards set forth by the program contract and UBH.
- 6) Performs participant intake process, intake packet completion, and program data entry for intakes and discharges as well as other participant information as needed for program reporting.
- 7) Works with the Associate Directors of Interim Housing and Permanent Housing to determine enrollment into UBH programs.
- 8) Creates participant file with all pertinent initial documents collected during the intake process.
- 9) Generates and submits daily occupancy reports to program management.
- 10) Creates participant profile in HMIS upon enrollment into a program.
- 11) Conducts individual or group program orientation for participants.
- 12) Maintains contact with families when necessary to collect needed information, via email and/or follow up phone calls.
- 13) Effectively communicates with case managers in the process of "handing off" the potential participant enrollment to them.
- 14) Assists with communicating program guidelines to participants, staff as well as community partners.
- 15) Participates in Coordinated Entry System meetings and trainings for Service Planning Areas 5 and 6.

DOCUMENTATION

- 16) Works with Case Managers, Housing Locators/Specialists to coordinate and track participant program entry and discharge/exits, enters data in all applicable databases.
- 17) Inputs relevant data into the Homeless Management Information System (HMIS) and other databases as appropriate.
- 18) Assists in the production of participant information and program data reports including monthly, quarterly, and annual reports.
- 19) Responsible for maintaining archival documentation of participant files.
- 20) Assists in the continuous maintenance effort of quality up-to-date participant documentation.
- 21) Maintain files/records on participant services in compliance with HIPAA and other funding requirements for auditing purposes.
- 22) Supports monitoring visits or audits with documentation needs.
- 23) Works with program management to develop or update program documents and assists in roll-out, education and training efforts on use of said documents.
- 24) Maintains confidentiality of all records, including discharged files, as needed and required for operation of programs (HIPAA).
- 25) Participates in trainings and meetings as appropriate.

GENERAL SUPPORT

- 26) Provides administrative support to the programs department.
- 27) Assists in preparation of reports or data.
- 28) Supports participant enrichment activities and works collaboratively with other UBH departments in doing so.
- 29) Other duties as assigned

QUALIFICATIONS

- 1) Bachelor's Degree in human services, social services or a related field.
- 2) At least 2 years' experience working with homeless families.
- 3) Demonstrated knowledge and or experience with case management techniques, including harm reduction strategies, crisis intervention techniques and motivational interviewing.
- 4) Flexible work schedule to include some evenings as needed.
- 5) HMIS or CHAMP experience preferred.
- 6) Possesses a high level of tolerance and understanding for individuals who present for services with urgent multiple case management needs.
- 7) Ability to work independently and within a team environment and exercise mature judgment.
- 8) Strong written and verbal communication skills.
- 9) Highly motivated self- starter with the ability to coordinate multiple projects/ tasks simultaneously in a high-pressure environment.

- 10) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 11) Ability to respond responsibly in emergency and crisis situations.
- 12) Basic computer skills including used of Windows Office Suite programs and using a data management system.

MANDATORY REQUIREMENTS

- 13) Employment Eligibility Verification
- 14) Reliable transportation
- 15) Updated tuberculosis test
- 16) Successful completion of background screening.
- 17) CPR/First Aid training
- 18) Driving is an essential function of this position
- 19) Must have Valid CA Driver's License
- 20) Must provide proof of insurance coverage
- 21) Must be able to qualify for UBH insurance coverage

WORK ENVIRONMENT

The employee may be in contact with families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations.

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email.