



The
COMMUNITY
PLACE of GREATER
ROCHESTER, INC.

Job Description

Job Title: Intake Coordinator/Worker
Status: Non-Exempt

Work Hours: Monday – Friday
37.5 Hours/Week

Summary

Assists with housing search and placement. Performs direct client services, and compiles related documentation for families and individuals. Will orient all participants to the program and provide housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing tasks involved in the review and maintenance of a caseload of program participants.

Essential Job Duties

- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Develop a housing action plan, financial, and self-sufficiency case management plan with clients. This will include intake interviews to determine client's needs, goals, and short and long term goals.
- Provide mediation and advocacy with landlords on the client's behalf to develop a plan to obtain and or maintain housing (Back rent, Security Deposit).
- Assist participants in locating and securing housing of their choice.
- Create and maintain consistent communication - verbal and written, between all involved parties (i.e., tenant, landlord, referral source, collaborating agencies).
- Serve as an ongoing liaison between property managers, landlords and participants.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs. Ensure you have a working and effective relationship with DHS representatives as well as community leaders. Develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- Identify participant strengths and barriers to stability and assist participants in reducing barriers and linking to resources and services.
- Provide follow-up to ensure stability and further progress towards self-sufficiency; which includes but is not limited to: support, advocacy, problem solving, and identification of resources to assist with re-integration of participants in the community.

- Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Maintain proficient and accurate daily log records, monthly outcome reports, case notes, follow-up case notes and files for each client. Collect and report program data relevant to the programs goals.
- Assume other tasks as they are assigned.

Physical Requirements

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties. While performing the duties of this job, the employee is regularly required to:

Walk and stand
Bend forward
Reach and grasp

Push and pull objects
Repetitive hand and arm movement

- Also, requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer and other office machines used in performing essential job functions;
- Ability to coordinate eyes, hands, feet and limbs in performing coordinated movements such as typing;
- Ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds;
- And, cognitive capabilities are needed for objective analysis of variable situations.

Knowledge, Skills and Abilities

- Ability to communicate effectively both orally and written with people of diverse backgrounds.
- Ability to work in a sometimes fast paced environment.
- Must be a self-starter and work independently.
- Ability to work cooperatively and collaboratively with various units of local government.
- General knowledge of Monroe County Social Services, Referring Agencies and Mental Health Systems.
- Knowledge of political and social issues affecting served population.
- Ability to interpret community resources to clients and address specific needs of clients.
- Ability to assess individual and family situations, effectively solve problems and respond in a crisis.
- Proficient computer skills – Will be trained on Microsoft, Excel, and other databases.
- Ability to keep accurate and concise case notes, and other paperwork related to the program.

Qualifications

Preferred: Associate's Degree with a minimum of one (1) year of experience in a related field, working with diverse populations.

Acceptable: A High School diploma or equivalency with two (2) years of experience working in a related field, working with diverse populations.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts CPGRs ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the agency's current assignment of essential functions. The functions may change at any time as the needs of the agency change or for other reasons deemed appropriate by CPGR.

**The Community Place of Greater Rochester, Inc. is committed to leveraging the talent of a diverse workforce to create great opportunities for our business and our people. EOE/AA.
Race/Color/Gender/Sexual Orientation/Gender Identity/Religion/National Origin/Disability/Veteran**