

POSITION TITLE: Intake Specialist I and II
Hiring Range: \$29,120 - \$33,009

Classification: Full-Time
FLSA Status: Non-Exempt

SUPERVISED BY: Lead Case Manager or Program Manager

Location: Albuquerque, NM

JOB SUMMARY: As an Intake Specialist, you will be responsible for answering questions and requests for services identifying and screening low income, at-risk and homeless Veterans and Families for potential enrollment into services and programs. This role includes screening applicants following appropriate program guidelines, obtaining documents to determine eligibility, answers questions on program services and supports offered by the VIC, and connecting Veterans with other community resources to fit their needs. You will work with community partners that help provide supportive services to our Veteran clients and increase awareness of the VIC mission. You will conduct professional presentations to educate and inform companies, organizations, civic leaders, donors and potential partners on the VIC mission, including programs and services offered.

ESSENTIAL JOB FUNCTIONS:

- Conduct outreach and engagement at homeless camps, shelters, emergency departments, detoxification centers, jails, and other locations to locate and assist homeless Veterans
- Conduct initial screening and interviews to determine eligibility for services; collect required documentation In Accordance With policies and procedures
- Transport Veterans to VIC offices with in-house assets or community service providers, as necessary
- Use non-judgmental approaches to discussions and problem-solving for high-barrier individuals including criminal histories, mental illness or personality disorders
- Assemble files for eligible applicants and submit to the Program Manager for review and referral to appropriate case management staff
- Refer ineligible Veterans to appropriate community programs and services through knowledge and experience of community resources
- Schedule and conduct client intakes and interviews via telephone or web-based tools
- Work independently, and as a team, to achieve programmatic goals and objectives
- Evening, weekends, and shift-work may be required for special events (with advance notice)
- Perform other related duties as assigned

*Preference given to eligible Veterans and Immediate Veteran Family Members
NMVIC is an Equal Opportunity Employer*

Minimum Qualifications	High School Diploma or GED
	Experience in community outreach and/or working with vulnerable populations
	Proficiency using MS Office and Windows OS
	<i>* Experience may be substitute in lieu of educational requirements</i>
Preferred Skills	
	Bi-lingual a Plus
	Two (2) or more years of education beyond High School / GEB
	Two (2) or more years' experience working with clients suffering from mental illness, substance use or homelessness
	Training or certification in behavioral health challenges, including addictive behaviors
	Intermediate or advanced computer skills using MS Office, Sharepoint and Windows OS
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Empathize with homeless Veterans and families while determining eligibility for VIC and other community resources to help meet their needs • Respect the needs of those in poverty and the difficulties in reaching out for assistance • Attend formal and informal, in- and out-of-state, training on mental health, crisis intervention, advocacy and other topics that enable you to perform your duties
Judgment and Decision Making	<ul style="list-style-type: none"> • Evaluate conversations and determine eligibility for programs, needs, and services • Use ethical, honest and logical judgment when making recommendations for enrollment of Veterans or Families into VIC programs and services
Communication	<ul style="list-style-type: none"> • Communicate effectively both orally and in writing • Convey the mission of the VIC and the need of at-risk and homeless Veterans & Families • Track and maintain written records and reports of work and outreach efforts
Technical Skills	<ul style="list-style-type: none"> • Understand federal, state and local social services and assistance programs including financial, housing, nutrition, medical and mental health • Adhere to HIPPA and PII guidelines and safeguard information of clients
Teamwork	<ul style="list-style-type: none"> • Participate in community meetings that use a collective approach to problem-solving • Manage individual workload and provide support to team members when needed
PHYSICAL REQUIREMENTS	
Constant	Communicate with difficult clients; Work with Veterans in crisis or previously homeless
Frequent	Record information, personal data and interpret government documents
Frequent	Drive safely and recognize hazards; Work in difficult weather and environments
Occasional	Respond to emergency situations quickly and calmly
Occasional	Able to lift up to 15 pounds without assistance
ADDITIONAL REQUIREMENTS	
	<ul style="list-style-type: none"> • Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	
	Indoor: 75% - Office environment
	Outdoor: 25% - All weather conditions and variable temperatures