



JOB DESCRIPTION: HomeSAFE Family Services Intake Specialist

Job Summary

A HomeSAFE Intake Specialist assists in reviewing and screening all DFPS CPI Referrals for HomeSAFE Family Services. The Intake Specialist will also function as an administrative support to HomeSAFE Management.

Responsibilities

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers.
- Adheres to all current federal & state laws, including the safeguarding of confidential healthcare information and compliance with Health Insurance Portability & Accountability Act (HIPAA).
- Adheres to Pathway' Policies and Procedures
- Attends trainings related to the responsibilities of the position when necessary.
- Understands DFPS programs and procedures.
- Quickly processing, assessing, and assigning incoming DFPS referrals.
- Communicates with DFPS staff regarding incoming referrals.
- Performs data entry into ER, IMPACT, and other electronic programs and systems.
- Answers and screens telephone inquiries; takes and routes messages to HomeSAFE Staff.
- Provides program and agency information and/or makes referrals to other community resources.
- Performs other duties as assigned and required to maintain unit operations.
- Promotes and demonstrates appropriate respect for cultural diversity among coworkers and all work related contacts
- Attends work regularly in accordance with agency leave policy.

Supervisor: HomeSAFE Family Services Program Manager

Supervises: N/A

Work Hours: Monday to Friday 8 a.m. – 5 p.m.

Classification: Non-Exempt

Education & Experience

- Associates Degree
- One year full time social services, clerical, secretarial, administrative support, general office, or FPS experience.

Knowledge, Skills, and Abilities

- Understanding of the Child Protection Investigations.
- Ability to assess what safety measures are in place.
- Ability to assess case stability.
- Ability to assess that child safety is in place.
- Ability to assess that a case is stable to transition to another program.
- Ability to operate a computer, several software packages, and basic office equipment.
- Skill in using Microsoft Works or Windows Environment.
- Skill in working in an office supporting several staff members.
- Ability to effectively handle multiple assignments in a dynamic environment.
- Ability to communicate effectively verbally and in writing.
- Ability to follow instructions.
- Ability to get work effectively verbally and in writing.
- Ability to follow instructions.
- Ability to work effectively with others.
- Knowledge of family dynamics.
- Knowledge of community resources.

Additional Requirements

- This position requires use of the applicant's personal motor vehicle to complete job functions. Applicants for position must have a reliable motor vehicle and acceptable driving records for the past five years, and a current, valid Texas driver's license appropriate for the vehicle and passenger or cargo load. Applicants must provide proof of driving records, insurance, and license.
- Three (3) employment references.
- Cleared criminal background check and signed statement regarding felony indictments/convictions.
- Cleared TB Test results (current within 12 months prior to employment).
- Cleared drug screen.

Physical Demands

These requirements are not exhaustive, and additional job related physical requirements may be added to these by agency programs on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations are possible:

- Physical Activities: He/she is frequently asked to stand, hear and talk; he/she is occasionally asked to climb.
- Physical Demands: The incumbent typically performs work that requires him/her to exert up to 20 pounds occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Visual Requirements: The incumbent must be able to see objects clearly at 20 inches or less, and at 20 or more feet. In addition, he/she must be able to adjust his/her eyes to bring objects into focus, distinguish colors, see objects in his/her peripheral vision, and see objects in three dimensions.
- Working Conditions: He/she typically works in a mobile environment (the majority of work is performed outside of the office environment) and is exposed occasionally to adverse environmental conditions including, but not necessarily limited to, extreme heat, wetness and humidity, chemicals, close quarters, gases and heights.
- Interview Requirements: Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

DISCLOSURE STATEMENT

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIREMENTS OF THE JOB.

Printed Name

Signature

Date

Supervisor Signature

Date