

POSITION DESCRIPTION

Title: Program Specialist/Intake – Homeless Programs, Human Investment Department

Office Location: CAT main office, St. Helens

Position Classification: Non Exempt

Position Supervises: None

Position Reports to: CAT Human Investment Director and Homeless Programs Manager

Position Coordinates effectively with: CAT Human Investment Director, Fiscal Director, Human Investment Program Managers, County Veteran's Service Officer, staff of the Human Investment area, as well as our internal and external partners/funding agencies.

Salary: Program Specialist II (\$11.60 - \$18.31/hour)

Hours Worked: 1 FTE position with the majority of work done between 8:30-5:00. There may be occasional evening and weekend requirements for meetings.

Position Summary: This position provides quality, comprehensive intake and case management services to individuals and their families who are seeking services from CAT for homelessness and homeless prevention. The person occupying this position should be prepared to serve any client entering CAT, it is expected that they will maintain a body of knowledge and experience that makes them sensitive to the issues affecting these clients. This position will be part of the HI team that will provide intake services to all clients.

DUTIES:

1. Serve as a member of the HI Case Management/Intake team. Contribute ideas and suggestions to improve program functioning and service delivery.
2. Provide intake services to clients at least 2 days per week and more often as assigned.
3. Perform a comprehensive HI intake that encompasses the needs of all HI programs. Be prepared to administer Utility Assistance while also assessing for match between the client's needs and other services available to them.
4. Have the ability to input client data into OPUS and/or Service Point as appropriate depending on client's demographics and programs. May frequently refer cases to data input person for most cases but the person holding this position should be familiar with the various database programs for the programs served in the Human Investment program area.
5. Perform case management for selected clients as directed by manager or director.
6. Maintain clear, complete case notes. Maintain well organized and complete case files, paper or electronic, as directed by manager or director.
7. Develop expertise in serving homeless individuals and families. Be aware of other available services and make appropriate referrals. Develop relationships with other professionals and programs, within CAT and external to CAT, that serve the same clientele.
8. Participate eagerly in all trainings to obtain greater proficiency in serving clients.
9. Complete day logs and time sheets to accurately reflect your distribution of time and turn into Program Manager by the appropriate due date of the following month.

10. Provide client and program data to HI Director, Homeless Program Manager, HI Budget Analyst, Lead Case Manager, and HI Data Manager as directed.
11. Answer calls, transfer calls, forward messages, greet clients, assisting with editing and proof reading as requested.
12. Other duties as assigned by the Executive Director or Human Investment Director.

Qualifications:

Experience and education that prepare the employee to provide program information clearly and completely to clients entering CAT. Provide comprehensive intake and case management services. Knowledge of Veteran and Homelessness program issues is a plus, as is being bilingual. Applicants must be able to communicate effectively with strong oral and writing skills. Solid technology skills are preferred, especially database and Excel. Must be willing to work effectively as a team member. Must have access to reliable transportation.

To apply for this position, please submit a cover letter and a resume indicating your preparation for and interest in the position to: Darlene Smith, Administrative Assistant, 125 N 17th St. St Helens, OR 97051. Or email to dadmin@cat-team.org.