



Job Title:	Bi-lingual Administrative Intake Specialist
Reports To:	Chief of Staff & Director of Data/Analytics
Date Created/Revised:	4/21/2021
Starting Range	\$18.00/hour
Position Type	Full-time, exempt

Overview

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. Our staff are flexible and passionate about enriching people's lives. If you are mission-driven, dedicated to superior service and support, can diligently work independently and in a collaborative environment, join our team. HS is leading the fight to end homelessness in Tulsa County. Here, not only would your work have a real impact on the community, but we also offer a comprehensive and competitive benefits package. As the lead agency in the HUD- funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

Position Summary

Housing Solutions is seeking a dynamic professional for the Administrative Intake Specialist position. This position provides administrative support to the organization and coordinates intake for the CES/211 partnership. Work of this class involves no supervisory duties or responsibilities but may involve evening and weekend hours. This position reports to the Chief of Staff and the Director of Data & Analytics.

The Administrative Intake Specialist is an organized and trained professional that provides collaboration among programs, accessibility for clients, and system efficiency and consistency. The primary function of the Intake Specialist is to assess inquiries for services and direct at-risk individuals to information about available and appropriate resources.

Primary Responsibilities

- Receive, direct and relay telephone and email messages. Provide direction to telephone consumers to the appropriate staff, program, or external resource. Maintain documentation of incoming calls and referrals and follow up to confirm a 24-hour response (excluding weekends).
- Complete Coordinated Entry assessments- contact referrals from 211 to conduct VI-SPDATs and other assessments on the phone for the purpose of being the front door to coordinated entry.
- Triage and refer outreach requests to the street outreach team.
- Monitor social media, voicemail and email for client contacts. Complete initial screening and refer to the appropriate departments and partners, updates HMIS and other systems of record.



- Demonstrate understanding of mainstream resources (for example, government benefits and entitlements), non-governmental resources (for example, resources available through churches), and homeless service resources (for example, shelter).

Additional Responsibilities

- Provide administrative support by assisting in the preparation of presentations, organizing charts, spreadsheets, mass mailings and other unique special projects for meetings.
- Provide general support to visitors. Act as the point of contact for internal and external clients.
- Support onboarding of new staff.
- Maintain department filing system and contact lists to ensure proper storage and organization of electronic documents on network drives.
- Assist the team by scheduling conference calls, meetings, venues, and prepare meeting agendas and other necessary meeting documents.
- Work with program directors and partners to communicate training opportunities to volunteers and community and gathers and organizes all training materials for distribution and uploading into HS training library.
- Record and edit trainings using Zoom and Microsoft Teams.
- Set up training and events registration on HS website, communicate via email and social media, create print ads, flyers and invitations for press releases, social & print media.
- Maintain documents in SharePoint.
- Maintain complete and accurate list of volunteers and partner organizations.
- Schedule, attend, and complete minutes for Board of Director's and Leadership Council Meetings and distribute materials prior to meetings.
- Assist with planning and execution of events as needed.
- Order office supplies, maintaining hard files and electronic files.

Work Environment

This job can operate in a professional office environment or from at home, depending on the organizations needs and relevant public health guidelines. Employees are required to use their personal cell phones for business purposes and will be provided a work laptop that can be used at home.

Physical Demands

This is a somewhat sedentary role; however, some activity will be conducted in the community depending on where intakes are scheduled; this could include performing activities in other offices, in libraries, or other community-based settings. This position also requires the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary. This role routinely uses standard office equipment such as computers, phones, and photocopiers.



Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Required Education, Experience, & Skills

- Associate's Degree (Bachelor's degree in social services preferred).
- Bilingual (English/Spanish preferred)
- 1-2 years' experience working directly with individuals experiencing homelessness.
- Experience submitting timely documentation of duties completed.
- Working knowledge of barriers to housing.
- Detail-oriented with good organizational skills and the ability to set priorities to meet deadlines on schedule.
- Ability to work from home on a temporary basis.
- Understands and can operate computer applications for attending/creating virtual meetings.
- Excellent written and oral communication skills and interpersonal skills.
- Ability to work independently as well as in a collaborative team.
- Must be able to multi-task with attention to detail in an organized manner.
- Fully proficient in all aspects of Microsoft 365 and Office programs, WordPress,
- Experience with donor management software a plus.
- Prior experience working as an employee of a nonprofit a plus.
- Must be able to pass a background check.
- Must have a valid driver's license reliable transportation and vehicle insurance as required in accordance with state law.
- Must be able to work some evenings and weekends for events.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Core Mission Values

The ideal candidate will share Housing Solutions' core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

Housing Solutions does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter to Erin Velez, Chief of Staff, at evelez@housingstulsa.org. Position will remain open until filled.