



## Hispanic Unity of Florida Job Description

**Job Title:** CWF Intake Specialist  
**Department:** Economic Development  
**Reports To:** CWF Program Coordinator  
**Classification:** Non-Exempt, Full-Time  
**Work Location:** Office / Hybrid  
**Dated Released:** May 2024

### CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share in the HUF values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come in contact with. Those values include but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

#### Job Summary:

The Intake Specialist (IS) will act as the primary contact for potential participant(s) as they navigate through the enrollment process of the Center for Working Families (CWF). This person will be responsible for conducting the initial pre-screening over the phone or in-person to determine eligibility for the program. The IS also collects and enters participants' demographic information in assigned database(s) and assists with reports and file maintenance. This person works closely with all the CWF coaches to keep an open line of communication on all services provided to participants. The IS also ensures the coordination of all program-related orientation, workshops, and any other events.

#### Supervisory Responsibilities:

- None

#### Essential Duties:

- Provide potential participants with information regarding document requirements, eligibility criteria, and enrollment requirements.
- Conduct the initial pre-screening with clients to determine their eligibility for the program.
- Contact eligible clients to invite them to attend the monthly orientation, workshops, and vocational training in order to enroll in the programs.

- Ensure that all funder required documents are collected and included in the participants' files by the conclusion of the workshops - required documents are to verify the client's identity and proof of their Broward County residency to ensure contract compliance.
- Assist Economic Development Management and program assistant to prepare for funder monitoring and conducting periodic internal client file audits.
- Capture participants' demographic information for data collection and reporting purposes.
- Ensures that all participants' information is correctly entered into the SAMIS and/or other database(s) in a timely manner.
- Responsible for all logistics and setup of orientation and workshops one (1) hour prior to each event.
- Respond to phone/email messages and assist with phone calls, scheduling participants' appointments and follow- ups with all CWF coaches.
- Complete and submit monthly reports for various funders and contracts
- Create and maintain participants' files and ensure that all files are locked and secured on a nightly basis.
- Assist CWF coaches in entering participants' case notes information in program database(s) when needed.
- Assist Economic Development Management and program assistant in collecting supporting documents and inputting data to prepare weekly, monthly, quarterly, and annual reports.
- Assist with all assigned data entry, filing, photocopying, faxing, and any other clerical duties as assigned.

#### **Referral Services:**

- Be up to date and make referrals to a variety of public and community agencies providing food, shelter, clothing, medical, educational, and other services.
- Assist participants in obtaining basic services needed for independent living.
- Maintain proper and constant communication with the CWF staff to overcome any problem related to the participants' status or non-compliance of program requirements.
- Perform other duties as requested by Economic Development Management.

#### **Event Coordination and Presentation:**

- Conduct group and individual orientations to provide participants with information about the program.
- Coordinate logistics for all events related to CWF activities including leading the orientation and monthly workshop process, setting up and breaking down the room, food ordering, pick-up and delivery.
- Greet clients and distribute materials and any other pertinent information on all programs during the orientation.
- Participate in various outreach events to inform the community about CWF.

#### **Qualifications and Job Requirements:**

- The candidate must be fluent in English and Spanish (written and spoken) and possess strong communication, organizational and problem-solving skills, attention to details, and have the ability to prioritize multiple tasks.
- The IS also collects and enters participants' demographic information in the assigned database(s) and assists with reports and file maintenance.

- This person works closely with all the CWF coaches to keep an open line of communication on all services provided to participants.
- The IS also ensures the coordination of all program-related orientation, workshops, and any other events.
- This position is also responsible for handling various administrative duties as required by the department.
- Demonstrated ability to work effectively with diverse families and communities.
- Ability to work effectively in a team environment, positive attitude and handles sensitive and confidential information with maximum discretion.
- Be available to work flexible hours, in order to meet the program expectations. (Some weekends and evenings)
- Extended knowledge of community and social services in Broward County.
- Proficiency in Word, Excel, Outlook and Power Point.
- Pass a level 2 background check.
- Ability to travel independently with possession of a valid Florida driver's license and insurance. (Proof Required).

**Education and Experience:**

- Associate degree from an accredited college in social work or business with a minimum of two years' experience in office administration and/or support
- Bachelor's Degree Preferred

**Working Environment:**

The work for this position may be done from a remote location as well as in the office. The office is conditioned for the individual to perform the duties required in a private and confidential setting. The remote office should be held to the same private and confidential standards. The person must be able to travel back and forth from HUF locations and home as needed.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.*

I have read my job description and understand my responsibilities.

Employees Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

**This job description does not alter your “at-will” status. It is not an employee agreement or contract. Management has the right to alter this job description at any time with or without notice. Employee understands that other tasks or duties may be added or assigned from time to time, at the discretion of the administration.**