

Hispanic Unity of Florida Job Description

Job Title: CWF Intake Specialist
Department: Center for Working Families (CWF)
Reports To: CWF Program Manager
Classification: Non-Exempt, Full-Time
Work Location: Office / Hybrid
Dated Released: July 2026

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) serves as the primary point of contact for prospective participants as they navigate the enrollment process for the Center for Working Families (CWF). The IS conducts initial eligibility screenings, coordinates orientations and enrollment activities, maintains participant records and databases, and supports program reporting and outreach efforts.

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 or Miami-Dade counties residency to ensure contract compliance.
- Assist CWF Program Manager and the program assistant to prepare for funder monitoring and conduct 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.
- Assist CWF staff with data entry, case note documentation, file maintenance, and administrative support activities.
- Assist in collecting supporting documentation and preparing weekly, monthly, quarterly, and annual reports for funders and program management.

Referral Services:

- Refer participants to appropriate community resources and public assistance programs to address identified needs and support self-sufficiency.
- Maintain ongoing communication with CWF staff regarding participant progress, service needs, and compliance with program requirements.

Event Coordination and Presentation:

- Conduct group and individual orientations, deliver welcome presentations, and provide participants with information about program services, requirements, and next steps.
- Coordinate logistics for CWF orientations, workshops, and events, including room setup, participant materials, attendance tracking, and food coordination when required.
- Greet participants, distribute program materials, and maintain attendance and sign-in records.
- Participate in outreach activities and maintain participant information in Outcome Tracker and other required databases for reporting and compliance purposes.

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 detail, and can prioritize multiple tasks.
- 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 and client expectations. (Some weekends and evenings)
- Knowledge of community and social services in Broward and Miami Dade counties.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint) and the ability to learn and utilize client management databases and data reporting systems.
- 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:

- High school diploma or equivalent required. Associate degree in Human Services, Social Work, Business Administration, Public Administration, or a related field preferred. Minimum of one (1) year of experience in client services, intake, customer service, administrative support, workforce development, community services, or a related field. An equivalent combination of education, training, and relevant experience will be considered.

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.