



Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

Intake Coordinator

The Intake Coordinator is responsible for working with Sunnyvale Community Services (SCS) Casework and Case Management staff to coordinate and administer SCS's and the Homelessness Prevention (HP) intake process and provide program support.

This is a Full-Time, Non-Exempt position. The salary range is \$48,000 - \$52,000 depending on education and experience. We offer a competitive benefits package including medical, dental, vision, vacation and sick time.

DUTIES & RESPONSIBILITIES

- Acts as first contact with clients to clients, volunteers, guests, and donors who visit our nonprofit agency.
- Answers all incoming phone calls in English or Spanish, answers questions, and directs them to appropriate staff.
- Assess and verify client's needs, which include questions about the agency, community resources and other general information.
- Answer incoming calls and give appropriate information to those who contact SCS.
- Direct phone follow-up for those going through the intake process.
- Screen and refer calls that do not raise issues within the scope of services at SCS
- Create, maintain, and keep documentation related to actions taken as part of the intake
- Process, including filling out and filing intake forms, maintaining Salesforce and Clarity databases, and maintaining correspondence
- Work closely with program staff to identify and monitor potential issues or improvements that arise through the Intake process.
- Work closely with the program staff to develop materials to enhance the Intake process
- Work closely with the program staff to continuously develop & evaluate the Intake process
- Assist as needed with the sales of VTA passes
- Assist as needed with food program enrollment
- Provided Clarity Database support to Case Management team
- Maintain the front office (cleanliness), promptly open and close according to business hours
- Assist clients and program staff by translating for monolingual Spanish speaking clients

QUALIFICATIONS

- Two years' experience working with at risk populations.
- Strong interpersonal skills and ability to work well with people, including people who may be in crisis Ability to develop and maintain good working relationships with community partners and outside agencies
- Ability to interact positively with a diverse group of people.
- Ability to understand project goals and objectives, engage in planning, and implement goals within a team structure
- Strong communication skills: ability to write well and communicate effectively, specifically over the phone, through letters and email
- Strong computer skills, including Microsoft Word, Outlook, and Excel
- Strong organizational skills and excellent attention to detail
- Bachelor's degree in social work or a human service related field strongly preferred
- Background in social work, advocacy, low-income issues, non-profit legal services, and familiarity with legal and government processes, or other comparable public interest experience desirable.
- Occasional availability to work evening or weekend hours
- Bi-lingual (proficient in both English and Spanish) speakers/writers strongly preferred
- Familiarity and rapport with Hispanic/Latino population/culture is strongly preferred
- Reliable and punctual
- Participate in regular staff meetings, staff training programs and supervisory meetings
- Adhere to agency policies and procedures
- Other duties as assigned

PHYSICAL REQUIREMENTS

- Required sitting, working on computer, and use of phone.
- Must be able to lift up to 25 lbs.

HOW TO APPLY

Please submit a resume and cover letter to jobs@svcommunityservices.org. Sunnyvale Community Services is an Equal Opportunity Employer and is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.