



Southern Caregiver Resource Center

Caring for those who care for others

JOB ANNOUNCEMENT INTAKE COORDINATOR

Organization

Southern Caregiver Resource Center is a private, non-profit social services agency that has been offering comprehensive services to family caregivers of adults with chronic and disabling conditions since 1987.

Position Description

Reporting to the Associate Director, the Intake Coordinator is a full-time position that processes all service inquiries and completes client intakes over the telephone. The Intake Coordinator works closely with clinical staff to ensure that intakes are appropriately assigned for follow-up. The Intake Coordinator appropriately logs all intakes performed and service inquiries addressed. The Intake Coordinator also discusses and documents prospective client needs, discerns eligibility criteria, and describes services available.

Qualifications

- Bachelor's degree in a clinical discipline (psychology, social work, counseling, gerontology).
- Experience performing client intakes preferred.
- Ability to effectively discuss issues of a sensitive nature with prospective clients over the phone and in person, clearly community service options/eligibility criteria and gather necessary information.
- Ability to professionally represent SCRC to clients and the public, both over the telephone and in person.
- Excellent telephone etiquette and mannerisms. Ability to communicate with prospective clients and the public over the telephone up to 8 hours per day, Monday through Friday.
- Ability to clearly and concisely document client information and needs.
- Ability to maintain the confidentiality of client and staff information encountered in the course of work.
- Excellent verbal and written communication skills.
- Organizational skills, accuracy and attention to detail.
- Ability to consistently meet the required work schedule of 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Knowledge of and proficiency in the use of office equipment and software programs including Microsoft Word and Outlook. Ability to learn how to utilize additional software programs and databases as needed.
- Ability to foster and maintain cooperative working relationships with all SCRC staff.

Salary and Working Hours

\$34-36K annually to start, DOE. Position works 40 hours per week, Monday through Friday.

Application Process

Submit resume to kbuske@caregivercenter.org or fax to (858) 268-7816.