

Homeless Prevention Center (HPC) Intake Support Specialist

Ready to be a source of Hope and Support in your Community?

The Homeless Prevention Center seeks an individual with great organizational and people skills to support our dynamic team in their mission of preventing and ending homelessness in Rutland County.

Summary of Duties:

Support Screening, Intake and Assessment functions at the Homeless Prevention Center.

Salary: \$41,600 - \$47,800 per year.

Principal Duties:

- Answering multi-line phone system and directing calls to appropriate staff.
- Greeting clients & other agency professionals.
- Completing screening forms to determine eligibility for services.
- Supporting Coordinated Entry process and activities with filing and data entry.
- Scheduling appointments for clients and documenting in case notes.
- Contacting clients for appointment confirmations and reminder calls for workshops.
- Scanning and saving documents to electronic client files.
- Attempting to “close the loop” and documenting contact with caseworkers who may refer their clients for services at HPC.
- Assisting periodically with mailings.
- Acting as a first point of contact for individuals and families seeking assistance.
- Explaining HPC’s purpose and programs to guests.
- Documenting information dispensed and/or referrals made in case notes and database.
- Being empathetic but firm when dealing with people in difficult or emotional situations.
- Assisting co-workers and management as needed.

Qualifications: Computer skills, including Microsoft Word, Excel and Outlook; pleasant demeanor; dependability and appropriate office attire are essential. The Specialist should be able to exercise flexibility in approaches while maintaining professional integrity and organizational values; be detail-oriented and consistent in keeping accurate records; communicate and work effectively with people from all walks of life; be willing to communicate

with people experiencing increased levels of stress and anxiety. Knowledge of community resources is a plus.

Beliefs: Professionally reflect the Mission, Vision and Values of the Homeless Prevention Center.

Terms of Employment: The Coordinated Entry Intake Support Specialist is a full-time position, though the organization is open to discussing a part-time schedule if the hours worked for the employee and office. This employee is not expected to transport clients or other staff, but must have access to reliable transportation to get to work. This individual will be hired by the Executive Director and supervised by the Administrative Assistant. The Specialist is subject to an initial three-month probationary period.

Cultural Expectations: Reflect a “can do” approach to the job. Maintain a clear customer focus and drive toward continuous improvement. Contribute toward achieving the goals of HPC, within the scope of the position. Work effectively and relate well with others, including management, colleagues and individuals, inside and outside of the company. Exhibit a professional manner in dealing with others, and strive to maintain positive working relationships.

Must maintain confidentiality related to company and client matters.

Benefits Include:

- IRA retirement plan with employer match
- Vision Insurance
- Dental Insurance
- Life Insurance
- EAP
- Aflac
- Telehealth benefit
- Flexible Wellness benefit
- Paid Time Off: Holidays, Sick Leave, Vacation and Personal time

Application Process:

Send resume and cover letter to leeann@hpcvt.org