



INTAKE COORDINATOR Position Description

Reports to: Senior Adult Program Manager

Classification: Hourly, Full-time

Hours: 40 hours/week

Work Location: Duvall, WA

Wage: \$20.00-\$23.00 per hour

POSITION SUMMARY:

The Intake Coordinator is responsible for guiding potential residents through our application process with compassion and discernment. As the first point of contact for potential residents, this position will act as a representative of Acres of Diamonds and complete job functions in a timely and compassionate manner. The necessary job functions include managing electronic application forms, emails and phone calls with prospective residents to get the needed information, making applications available for staff to review, and then scheduling and facilitating client interviews. The Intake Coordinator may also have voice in the decision making process regarding an applicant's entrance into the program at Acres. The Intake Coordinator oversees the move-in process with staff support. The Intake Coordinator is also responsible for networking with other agencies to communicate about the Acres intake process and learn about resource options for applicants. To provide continuity of care and ongoing relationship, the Intake Coordinator connects with residents at Acres after move-in through community events.

The successful candidate for this position will be highly organized and comfortable working independently at a steady, even pace. They will be able to communicate care to people from diverse backgrounds, use discernment when navigating conversations with individuals in crisis, and have excellent boundaries and communication skills.

BENEFITS:

Medical, dental, vision, life/accidental death & dismemberment, flexible spending account, employee assistance program, voluntary life / ad&d, voluntary short term disability, voluntary long term disability, voluntary accident, voluntary critical illness

DUTIES & RESPONSIBILITIES:

- Manage the Intake email account and electronic forms, replying in a timely and professional manner to applicants and inquiries.
- Route all applications through the established Intake process, asking for direction from the Senior Adult Program Manager when an application lands in a gray area of the Acres program.
- Work with the Senior Adult Program Manager to continue to improve the Intake process as needed.
- Respond to Intake phone calls with compassion, discernment, and excellent boundaries.
- Do a "safety check" on all applicants per the Acres protocols before they are invited for an on-site interview, including the completion of running background checks and safety questions.
- Track the established Intake metrics and outcomes for data team. Keep Intake records up to date.



- Schedule and facilitate interviews with the support of Program and Resident Care staff for acceptance into the Acres program. This includes giving tours of the home, answering questions, potentially administering drug testing, participating in a team interview with an applicant, and then assisting as needed in the decision making process.
- Assist applicants as appropriate by offering advice of other resources that might be helpful to them, and offering prayer when it is wanted.
- Communicate with excellence regarding program requirements and a particular applicant's eligibility into the program, keeping the safety of Acres of Diamonds as the top priority.
- Oversee the move-in of new residents with staff support and collaboration.
- Establish and maintain good working relationships with staff and agencies serving the Acres of Diamonds resident population and with agencies referring residents to Acres of Diamonds.
- Maintain an up-to-date database of local agencies and resources for the purpose of referring to applicants, when appropriate or requested.
- To maintain relationship with residents after move-in and for the purpose in ongoing training of the demographic Acres serves, participate in resident birthday parties and monthly resident celebration dinners.
- Maintain strict resident, applicant, and donor confidentiality, objectivity, and professional boundaries.
- Attend and actively participate in regular staff meetings and supervision meetings.
- Provide any other support that may be requested by the Senior Adult Program Manager, including working at a few "all hands on deck" days per year.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Personal relationship with Jesus Christ and active in a Christian church.
- Exhibit excellent oral, written, and interpersonal communications skills to facilitate effective interactions with applicants, residents, staff, other organizations, donors, and volunteers.
- Sensitivity to the needs of applicants, residents, staff, and volunteers from diverse cultural and economic backgrounds.
- Nonprofit experience a plus.
- Experience in a social work field a plus, especially working with homeless families.
- Ability to prioritize and organize workload and manage time independently to meet deadlines.
- Valid Washington state driver's license and ability to travel to infrequent offsite meetings.

Acres of Diamonds is a Christian 501(c)(3) organization where homeless women and their children receive the help and resources they need to build lasting, healthy lives.

It is our policy to hire, promote, transfer, terminate and make all other employment-related decisions without regard to any employee's race, color, sex, age, national origin, veteran status or disability or any other basis prohibited by law. As a religious organization, we are permitted, and reserve the right, to prefer employment on the basis of religion, per Title VII, Section 702-703, vs. Civil Rights Act of 1964. We believe that the effectiveness of this ministry is directly related to the depth and sincerity of commitment to Jesus Christ demonstrated by each employee. Therefore, each employee must be committed to the



pursuit of a lifestyle, on and off the job, consistent with our mission, compatible with historical standards of morality and reflecting the message, mission and character of Jesus Christ.

To apply, please send Resume and Cover Letter to valarie@acresofdiamonds.org