

Code: 1188

Title: COMMUNITY SERVICES INTAKE SPECIALIST

SUMMARY: Interviews and determines applicant eligibility for a variety of community services related programs including, but not limited to, training, educational assistance, employment placement, assistance with paying for/obtaining food, utilities, clothing, housing and home appliance/vehicle repair.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Interviews applicants to collect personal data such as earnings, expenses, family size, employment and education and completes application packet;
Determines applicant eligibility for training, educational assistance and/or employment placement or monetary assistance based upon appropriate federal, state or county assistance program guidelines;
Reviews documentation submitted by applicants to ensure program eligibility requirements are met;
Verifies gross earnings and length of employment by contacting applicants' previous employers;
Responds to public inquiries and serves as a resource to contracted agencies providing information about programs, application procedures, and eligibility requirements for federal, state or county assistance programs;
Prepares routine correspondence, memos, reports, and other documents;
Researches files and automated information systems to gather or verify data needed for processing activities;
Initiates, updates, processes and maintains manual client file/documentation and ensures compliance with program guidelines;
Performs data entry of client information into specialized databases and maintains, inputs and retrieves data to produce computer reports for management review and/or submission to applicable agencies/grant sources;
Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
Acts as program representative to federal, state, county and local community organizations committees and boards;
Copies and distributes documentation to appropriate staff, department section and other county department or outside agencies;
Performs participant, employer and community agencies outreach and customer satisfaction surveys;
Contacts community agencies and vendors to make payment arrangement of utilities/home appliance/vehicle repair, clothing and mortgage or rent;
Initiates and documents client referrals to other community/public agencies and programs;
May conduct visits to schools, subcontractors' work sites and homes to conduct interviews.

KNOWLEDGE & SKILLS:

Knowledge of:

- business English, grammar and composition;
- basic arithmetic;
- office practices and procedures;
- interviewing techniques involving the application of regulations;
- the use of computer equipment for creation and maintenance of client and activity records;
- community resources and social service agencies.

Skill in:

- communicating effectively, both orally and in writing;
- maintaining records and preparing reports;
- interviewing applicants, maintaining confidentiality, and making determinations by comparing information to established criteria;
- verifying information using manual and automated methods;
- understanding and relating to the issues of multicultural individuals and their families;
- reading and understanding policies and procedures;

- establishing and maintaining effective working relationships with others;
- entering data into a computer database.

MINIMUM QUALIFICATIONS:

EITHER:

(1) One year of interviewing experience involving the application of regulations.

OR:

(2) Two years of general work experience involving public contact and the application of regulations.

OR:

(3) One year of experience with Pima County as an Office Support Level III.

(Additional relevant experience and/or education from an accredited university, college or trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of a valid Arizona Drivers License with appropriate endorsement(s), as defined by the Appointing Authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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