



Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

Title: Intake Specialist/Community Navigator

Status: Non-Exempt

Terms: Permanent/ Full-Time

Department / Location: CSBG Lumberton, NC Office

Reports To: CSBG Supervisor

Pay: \$16.50 per hour

Job Summary: Intake Specialist/Community Navigator serves as the initial contact to prospective clients in the assigned service area. This position provides a variety of customer service-based client outreach including assisting clients applying for the FESS program and/or making referrals to other agencies. This includes recruiting under the direction of the supervisor and/or Director, meeting with clients to determine eligibility by gaining an understanding of the documentation, procedures and policies required by our state and federal programs. Intake Specialist/ Community Navigator will create partnerships and Memoranda of Understanding (MOU) within the community. Requires energetic person with planning and organizational skills. Must be able to communicate effectively with clients, staff, and community members. Must be sensitive to the needs of low-income families and committed to the goals and purposes of the Community Services Block Grant and other programs within its umbrella. Position demands tact and ability to manage matters of a confidential nature.

Essential Duties and Responsibilities:

- Handles general client information on all incoming telephone calls and walk ins.
- Recruits for the FESS program in assigned county.
- Confers with prospective clients to explain the type of services available and program requirements
- Intake and assessment on all walk-in clients; makes referrals, when necessary, by means of community partnership and NC Care 360 database
- Enters handwritten applications into program database and may complete applications for prospective clients

- Requests all needed information to compile a client application.
- Reviews all FESS documents for completion prior to submitting to CM II for income eligibility. Warm transfers income eligible customer to case manager
- Keeps an excel spreadsheet of all applications received, completed, and pending.
- Assure all pending applications are contacted via letter within 30 days
- Compiles daily, weekly, monthly, and quarterly statistical/programmatic reports.
- Complete field applications as assigned by supervisor
- Compiles statistical data by area for recruitment.
- Conducts agency follow-up contact by letter, telephone, or interviews.
- Determines eligibility for assigned programs
- Provide client transportation, as needed.
- Data entry of information to the centralized database
- Schedules community events for recruitment
- May require agency travel to other locations within the department

General Knowledge/ Skill Requirements:

- Knowledge of Microsoft Word and Excel
- Knowledge of CSBG program and its guidelines
- Knowledge of local agencies and their services for making referrals

Education Requirements:

- Four-year degree in Human Services, Social Services, or related field, or a combination of work-related experience and education in the field of intake and eligibility

Physical Requirements:

- Must be able to interview and communicate with clients and staff, may lift up to 20 lbs., sit for prolonged periods and have repetitive motions.

Equal Opportunity Employer