



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

Title: Intake Specialist

Status: Non - Exempt

Terms: Permanent Full Time

Location: Laurinburg

Reports To: Section 8/ HUD Director

Job Summary: Under the direction of the Program Director, the Intake Specialist determines eligibility, process applications, and related activities for participation in the HCV Section 8 Housing Assistance Program. Establishes contacts with realtors and property owners. Accepts applications from customers. Schedule and coordinate inspection appointments. Send and receive verification of applicable documents pertaining to program participants. Any other duties as assigned.

Essential Duties and Responsibilities:

- Principle Duties and Responsibilities include those listed below as well as other duties as assigned by the Program Director:
- **Research:** Review, evaluate and verify intake information, which may include household composition, income, medical expenses, assets, deductions, dwelling type, fuel type, federal priority, criminal history, disability, and other related information to assure compliance with program eligibility guidelines.
- **Information:** Prepare correspondence to various agencies, businesses, or landlords; compose memos, letters and follow-up letters as needed. Distributes literature.
- **Coordination:** Serve as a liaison between program participant and/or participant's advocate, and the Agency, landlords, utilities, and other community service programs and organizations. Organizes work for efficiency and effectiveness.

- **Registration:** Develop, generate, and update forms, systems, procedures, and all related paperwork that improves the efficiency of the application and intake processes of the program
- **Certification:** Certifies customers for eligibility. Process updates and changes to applicants' records. Re-determine eligibility as an applicant's status changes or as needed.
- **Monitoring:** Log, file and enter source documents and related data into internal databases, including dates, codes, and comments as needed to track file. Monitor application database program for accuracy, efficiency and compliance with departmental goals and policies.
- **Reporting:** Respond to inquiries from applicants, landlords, property managers, and other community service agencies. Explain and clarify procedures, policies, rules and regulations. • Generate a variety of technical, statistical and administrative reports to assist supervisor in compiling information necessary to comply with county, state and federal requirements and audits.

General Qualification Requirements:

- Have strong organizational skills, a capacity to collaborate with landlords, vendors, customers, and funding source.
- Have a clear passion and commitment to helping people in our service area.
- Have superior written and oral communication skills, effective advocacy expertise and professional knowledge of HUD guidelines.
- Have experience that will demonstrate the ability to verify and calculate eligibility.
- Have valid driver's license.

Working Experience Requirements:

- A minimum of 2-3 years of relevant experience with a strong background in housing/case management.
- Experience in research and recordkeeping principles and practices.
- Must have knowledge of federal and state regulations affecting grant awards.

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Education Requirements:

- A High School Diploma or GED required with two or more years of college level training or equivalent in experience. Associates Degree in Human Services or a related field preferred..

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