

INTAKE WORKER

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class performs evaluations to determine eligibility for enrollment in programs administered by various county departments and/or school districts, as well as a variety of office and field tasks to support the various programs. Responsibilities include explaining program requirements, interviewing clients to determine need for services and type of service required, and providing direct assistance to clients so that they obtain the desired results. Work is performed under the general supervision of higher level administrative employees.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Provides information about available services;
2. Interviews clients to determine eligibility for enrollment in programs;
3. Advises clients of program requirements;
4. Provides direct assistance relating to auto loans;
5. Keeps records and prepares and generates necessary reports;
6. Authorizes emergency transportation services or repairs to client owned vehicles;
7. Assists supervisor with outreach training activities related to grant information including, but not limited to, on-site meetings at community agencies, agenda development, brochure development, mailing preparation, etc.;
8. Works directly with community agency case managers and other agency personnel to provide services to clients throughout the county;
9. May act as interpreter to help clients facilitate the intake process.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of community resources, including agencies, facilities and services that may be utilized;
Ability to read, interpret and explain policies, rules and regulations;
Ability to analyze facts obtained and use facts in making judgements regarding eligibility;
Ability to type accurately at an acceptable rate of speed;
Ability to deal effectively with persons from a variety of backgrounds;
Ability to get along well with others and gain their cooperation;
Ability to communicate clearly and effectively both orally and in writing;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

INTAKE WORKER (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and one year of either paid or volunteer experience in a non-clerical position supporting community or human services in a public or private agency;
- OR: (B) Graduation from high school or possession of an equivalency diploma and three years of the experience indicated as above;
- OR: (C) An equivalent combination of training and experience as described in (A) or (B) above.

SPECIAL REQUIREMENT:

Candidates must show evidence of typing ability; i.e. a typing course or work experience which included typing.

HU5308

ADOPTED: 03/09/93

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