



Skid Row Development Corporation

For the following position please fax resume and cover letter to 213-623-2727

Attn: Keith Blackwell Program Manager

Job Description

POSITION TITLE: Intake/ Outreach Specialist

PROGRAM DESCRIPTION: Our primary emphasis is to empower clients to make better choices, take some personal responsibility and accomplish personal goals. This is achieved by providing increased opportunities, primarily through obtaining full time employment and relocating into permanent housing.

DEFINITION: Intake is responsible for conducting the initial program screening/intake to determine client eligibility, provides general information to clients regarding shelter bed programs. Outreach is responsible for recruiting potential clients for the STRIVE & Supportive Housing Programs. This is done through acting as a liaison between Homeless Shelter Programs in the Downtown Skid Row Area, conducting presentations, and talking one on one with targeted population. In addition Outreach will be asked to meet with Program staff and clients during some presentations, as well as attend resource fairs.

DUTIES & RESPONSIBILITIES:

- Responsible for conducting initial program screening to determine client eligibility.
- Provide potential clients with information regarding STRIVE & Supportive Housing programs.
- Answers incoming telephone calls
- Accurately completes all documentation responsibilities as outlined in department/service area procedures within established time lines.
- Facilitates clear and timely communication related to patient information to all appropriate parties.
- Provides referrals to clients to appropriate social service agencies.
- Maintain and distribute daily client case load to staff
- Responsible for recruiting Homeless clients for the STRIVE & Supportive Housing Programs
- Set up partnerships with Emergency & Transitional Homeless Shelters for direct referrals
- Act as a liaison between Downtown Homeless community and STRIVE Program
- Conduct recruitment presentations to both Staff and clients from partnering shelters
- Create Marketing materials to promote goals and objectives of the STRIVE program such as; Flyers, Partner letters, etc.
- Ability to adapt to changing homeless culture in the Downtown Skid Row Area, and make necessary adjustments to meet goals.
- Knowledge of Microsoft Office , word, excel, Powerpoint
- Other duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS : Effective interpersonal and communication skills required., Computer literacy a must empathy for and sensitivity to the community served required.