



INTAKE COORDINATOR Position Description

Reports to: Program Director
Hours: 10-20 hours/week
Work Location: Duvall, WA

POSITION SUMMARY:

This position requires a highly motivated person who has a passion for serving homeless women and children. The Intake Coordinator is responsible for guiding potential residents through our application process, with compassion and discernment. The necessary job functions include managing electronic application forms, emails and phone calls with prospective residents to get the needed information, making applications available for staff to review, and then scheduling and facilitating client interviews. The Intake Coordinator may also have voice in the decision making process regarding an applicant's entrance into the program at Acres. The successful candidate will be highly organized, able to communicate care to people from diverse backgrounds, have the ability to discern how to guide people through our program requirements, and have the ability to use excellent boundaries and communication skills to say "no" when a family isn't going to be well served by Acres. The position requires a heart of compassion and the ability to practice sound judgment.

DUTIES & RESPONSIBILITIES:

- Manage the Intake email account and electronic forms, replying in a timely and professional manner to applicants.
- Route all applications through the established Intake process, asking for direction from the Program Director when an application lands in a gray area of the Acres program.
- Respond to Intake phone inquiries with compassion, discernment, and excellent boundaries.
- Do a "safety check" on all applicants before they are invited on site by running background checks, and assessing other potential dangers.
- Track the established Intake metrics and outcomes. Keep Intake records up to date.
- Schedule and facilitate interviews for acceptance into the Acres program as needed. This includes giving tours of the home, answering questions, potentially administering drug testing, participating in a team interview with an applicant, and then assisting as needed in the decision making process.
- Work with the Program Director to continue to improve the Intake processes as requested, including the development of an off-site interview process.
- Assist applicants as appropriate by offering advice of other resources that might be helpful to them, and offering prayer when it is wanted.
- Communicate with excellence regarding program requirements and a particular applicant's eligibility into the program, keeping the safety of Acres of Diamonds as the top priority.
- Establish and maintain good working relationships with staff and agencies serving the Acres of Diamonds resident population and with agencies referring residents to Acres of Diamonds.
- Build positive relationships with applicants and residents. Develop a growing knowledge of our applicant and resident population that informs all other duties.
- Maintain strict resident and donor confidentiality, objectivity, and professional boundaries.



- Attend and actively participate in regular staff meetings and accept responsibility for the development of positive team relationships.
- Provide any other support that may be requested by the Program Director, including working at a few “all hands on deck” days per year.

REQUIRED QUALIFICATIONS:

- Personal relationship with Jesus Christ and active in a Christian church.
- Exhibit excellent oral, written, and interpersonal communications skills to facilitate effective interactions with applicants, residents, staff, other organizations, donors, and volunteers.
- Sensitivity to the needs of applicants, residents, staff, and volunteers from diverse cultural and economic backgrounds.
- Nonprofit experience a plus.
- Experience in a social work field a plus, especially working with homeless families.
- Ability to prioritize and organize workload and manage time independently to meet deadlines.
- Display willingness and desire to contribute to the growth and success of an organization, with the ultimate goal of bringing glory to God.
- Personal characteristics: compassionate, discerning, adaptable, organized, initiator, energetic, enthusiastic, optimistic, responsible.
- Computer skills: Word, Excel, E-mail, and Internet navigation.
- Valid Washington state driver’s license and ability to travel to infrequent offsite meetings.
- Ability to lift up to 40 pounds on occasion.

Acres of Diamonds is a Christian 501© 3 organization where homeless women and their children receive the help and resources they need to build lasting, healthy lives.

It is our policy to hire, promote, transfer, terminate and make all other employment-related decisions without regard to any employee’s race, color, sex, age, national origin, veteran status or disability or any other basis prohibited by law. As a religious organization, we are permitted, and reserve the right, to prefer employment on the basis of religion, per Title VII, Section 702-703, vs. Civil Rights Act of 1964. We believe that the effectiveness of this ministry is directly related to the depth and sincerity of commitment to Jesus Christ demonstrated by each employee. Therefore, each employee must be committed to the pursuit of a lifestyle, on and off the job, consistent with our mission, compatible with historical standards of morality and reflecting the message, mission and character of Jesus Christ.

Send Resume and Cover Letter to kerstin@acresofdiamonds.org.