



# Jewish Family Services of Silicon Valley

## Intake Specialist Opportunity

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### **About Jewish Family Services of Silicon Valley (JFS SV)**

#### **Our Mission and Our Values**

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, ethnicity, sexual orientation, or ability to pay.

#### **JFS SV is committed to the core values of:**

**Jewish traditions** of social responsibility, compassion, and respect for all members of the community.

**Social work ethics** of responsive, caring, and skilled professional service; and responsiveness to the changing needs of the people we serve.

#### **Job Summary**

We are seeking an Intake Specialist who will be the first point of contact for prospective JFS SV clients for our older adult, caregiver and adult/family programs. The Intake Specialist will help identify clients' needs and direct them to the appropriate agency services.

#### **Key Areas of Responsibility**

The Intake Specialist performs a wide range of duties, including the following:

- Act as the first point of contact for JFS SV clients;
- Interview prospective clients, family members, and referents, both in person, electronically and by telephone;
- Assess and discuss fee structure for prospective clients;
- Track and Provide prospective clients with consent and enrollment documents;
- Use information from these interviews to assess the individual's situation and gather facts necessary to identify key issues and which JFS SV service lines the issues potentially fall within;
- Review and summarize incoming written and electronic client correspondence to determine the individual's needs;

- Obtain client information to assess eligibility for services, consistent with JFS SV's programs and services;
- Quickly and accurately input, track, and retrieve case information in a designated database;
- Work with JFS SV staff to identify appropriate solutions for client issues;
- Identify and provide appropriate resources, information and referrals to clients as needed;
- Prepare closing materials and pre-closing correspondence that provide the above resources, information and referrals;
- Respond to time-sensitive matters including but not limited to allegations of abuse and neglect, or issues with urgent deadlines;
- Clearly communicate with clients and others by phone, letter, e-mail, or video conference, or chat as necessary;
- Use de-escalation and trauma-informed communications techniques to obtain information from individuals;
- Respond to and carry out assignments from the Director of Clinical and Social Services and the Manager of Clinical Services, including service request development, client advocacy, and client and contact interviews;
- Organize, update, and maintain confidentiality of client and case information, as well as electronic data and paper files;
- Assist in preparing reports to funding sources;
- Maintain accurate time records and client records, including accurate use of the time keeping system which is necessary for JFS SV to meet its programmatic and fiscal responsibilities;
- Work both independently and with small teams to complete projects within appropriate deadlines;
- Participate as needed in special projects;
- Perform additional assignments, which may include providing administrative or clerical support, as needed or directed by staff;

## **Qualifications**

- Bachelor's degree preferred or 3 or more years of relevant experience;
- Previous experience working in a non-profit or human services environment;
- Experience working with older adults preferred;
- Knowledge of Microsoft Office Suite;
- Strong communication skills;
- Ability to maintain professional demeanor and communicate tactfully even under pressure;
- Detail oriented;
- Strong organizational skills;
- Ability to work with a diverse group of individuals;
- Ability to multi-task;
- Ability to provide trauma informed support to survivors of trauma.

- Will be required to present evidence of COVID vaccination;.

### **Compensation and Benefits**

This position is part time, 20 hours/week with the potential to become full-time. JFS SV provides a highly competitive salary and benefits program. Salary is commensurate with qualifications and experience of the selected candidate. 100% paid membership to onsite fitness center; supportive colleagues; and a positive work environment on a beautiful campus.

Jewish Family Services of Silicon Valley is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind.

We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.