

Intake Specialist/Receptionist

DEPARTMENT: Senior & Family Services

REPORTS TO: Intake Manager

FLSA STATUS: Non-Exempt

LOCATION: Northfield, IL

PT/FT: Full-time

SUMMARY: The **Intake Specialist/Receptionist** is responsible for the initial screening of social service clients, providing information and referrals to callers, assisting with distribution of screens for the Choices for Care program and a variety of administrative tasks. This person will sit in the Reception area and will greet visitors and perform other administrative tasks.

DUTIES AND RESPONSIBILITIES:

- Gathers and accurately documents relevant information from potential clients and their family members in order to make first level assessment of need and eligibility. May provide information and referrals or refer callers to Community Care Program (CCP), general case management or Senior Options for next level of assessment. Asks all the questions necessary to complete the National Aging Program Information Systems (NAPIS) form which is the foundation for the department's client and case records.
- Responds to phone and walk-in requests by providing information on programs or services and facilitates referral to case management services if needed. Classifies initial contact from potential client or referral source by completing a National Aging Program Information Systems (NAPIS) form, providing information and assistance, and sending agency and program brochures as appropriate.
- Uses computer and internet-based resources.
- Collaborates with Lead Intake Specialist to complete reports requested by Senior & Family Services Department supervisors.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA) from four-year college or university in social service or related field preferred, or one to two years of related experience and/or training, or equivalent combination of education and experience
- At least one year of experience working with older adults
- Certificates, licenses and registrations preferred: Alliance of Information and Referrals Systems (AIRS) Certification
- Computer skills required: Intermediate knowledge of standard computer programs, including Microsoft Office Suite
- Other skills required:
 - Excellent communication skills, which include both on the telephone and face-to-face interactions

- Ability to greet visitors in a professional manner and direct or handle their requests accordingly
- Ability to clearly speak and hear requests and inquiries on the telephone and diplomatically handle delicate situations
- Reliable and flexible
- Strong attention to detail
- Sensitivity to cultural diversity

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.