



## Intake Specialist

**Status:** Full Time, Exempt

**Supervisor:** Program Director

**Compensation:** Commensurate with experience.

**Work per week:** 40+ Monday-Friday, some evenings/weekends

**Location:**  
1717 N. Stoughton, Madison WI

**Opening Date:** TBD

**Closing Date:** Until Filled

### Summary:

Community Action Coalition For South Central Wisconsin works to develop the economic and social capacities of individuals, families and communities in Dane, Jefferson, and Waukesha Counties. The Intake Specialist is responsible for developing relationships with participants to assess their needs and connect them to wraparound services. Intake Specialists will use an equitable intake process to help participants navigate a menu of CAC programs and services. The ideal candidate respects individual dignity through a commitment to social justice and equity.

Applications accepted by mail and online

**Mail:** Attention HR  
1717 N Stoughton, Madison WI 53704  
[jobs@cacscw.org](mailto:jobs@cacscw.org)

**Online:** [Click Here](#)

**Required Documents:** The following documents are required based on the job: Resume, Cover Letter and Application (online or PDF)

Applications and Documents submitted with missing information will not be considered.

**An Equal Opportunity/Affirmative Action Employer**



## **Tasks and Duties:**

### *Leadership and Coordination (50%)*

- Assess community needs and support coordination of CAC programs and services.
- Provide intake assessment, information and referrals, supporting program enrollment, and assisting in the forging of strong linkages between participant and other social service organizations as well as follow-up.
- Participate in the agency intake and coordinated entry processes. Conduct intake and coordinated entry assessments with households. Enter households into appropriate coordinated entry priority lists and maintain these lists effectively per the Wisconsin Balance of State Continuum of Care, and county-level Continuum of Care guidelines.
- Leverage, link and access community resources for household members with instruction on how they can access services on their own.
- Maintain working knowledge of CAC programs and services reporting requirements.
- Assure CAC's response to participant is timely, dignified and helpful.

### *Program Compliance and Quality Improvement (10%)*

- Work with a team to realize and exceed program goals.
- Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.
- Maintain accurate records, logs, files and statistics. Document contacts with participants, weekly achievement plans, goals set, goals met and the need for new or on-going services.
- Maintain up-to-date information regarding welfare reform, public assistance programs, health insurance availability, employment and training programs, employment opportunities, child care, independent living skills, parenting resources, transportation or programs, housing assistance programs, listing of affordable housing units, and trends and issues impacting people affected by poverty, homeless persons or families in crisis.

### *Professionalism and Outreach (15%)*

- Serve as a touchpoint for community members.
- Treat community members and participants with respect and dignity.
- Implement an equitable client intake process.
- Attend agency meetings and training sessions.
- Perform other related duties as requested by supervisor.

*Administration and Project Management (25%)*

- Maintain and organize participant records, communications, and other critical work-related materials.
- Support the implementation of agencies strategic efforts.
- Other duties as assigned.

**Required Knowledge, Skills and Abilities:**

- Experience with data entry to ensure accurate reports, records and documentation.
- Commitment to full participation of people experiencing poverty.
- Knowledge of the problems caused by poverty, the socio/economic problems and needs specific to individuals and families affected by poverty, the resources generally available to address these needs and respect for the strengths and capacities of individuals and families to improve their lives.
- Effective written and oral communication skills, both on an individual and a group basis.
- Demonstrated dependability, punctuality, self-motivation, initiative and an ability to work with a minimum of supervision and as a team; detail-oriented, and ability to manage multiple priorities and prioritize tasks.
- Ability and willingness to maintain a high degree of confidentiality regarding participant and program information and discretion in working relationships.
- Ability to work effectively with people of diverse racial, cultural, social, educational and economic backgrounds, including high risk populations.
- Ability to convey a professional image in the community.
- Competency using technology, including demonstrated skills in:
  - Word and Excel;
  - Wisconsin Service Point or HMIS (state database program);
  - Sales Force (internal database);
  - Rental markets in the service area, rental procedures, and tenants' rights;
  - Food recovery and safe food handling techniques;
  - Access to a reliable, insured motor vehicle;
  - Wisconsin driver's license;
  - Working telephone.

**Preferred Knowledge, Skills and Abilities**

- Training or experience working with social service resources available in the counties CAC serves.
- High School Diploma, or equivalent.
- Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.