Under the general direction of the Resource and Intake Coordinator, the Resource and Intake Specialist assists in numerous administrative and intake assistance for case manager duties in a fast-paced environment. This position is one of the initial people representing the agency in meeting participants’ needs via the phone and helps to set the tone of a compassionate and professional environment. This position will primary be stationed at the Northwest Side ICS office on Ina Road.

All positions at ICS are expected to interact with participants, volunteers, and staff in a professional manner, reflecting ICS’s Core Values Respect, Integrity, Compassion, Collaboration, and Innovation. Volunteers and donors are integral to successful mission-delivery of ICS services. Employees are expected to interact with all volunteers and donors in a manner consistent with ICS core values.

**Description:** Coordinate the ICS registration process and record keeping for new respond to public inquiries about Caregiving & Health Advocacy services, and assist with programs as needed.

**Duties and Responsibilities:**

- Coordinate and ensure consistent welcoming, compassionate and calm interactions with participants.
- Provide information on ICS programs to participants and visitors
- Receiving and routing phone calls
- Document the numbers and types of calls.
- Provide community resources information to recipients and the public seeking ICS services
- Complete registration intake form for new recipients requesting Transportation, Shopping, Mobile Meals and Home Sweet Home programs
- Finalize paperwork and profile in Effort to Outcomes database associated with registration for any new recipients
- Training of volunteers in the process of home evaluations to ensure continuity of service
- Coordinate with volunteers in scheduling home evaluations for new and continuing recipients for our Senior Services
- Complete or coordinate with ICS to ensure that home evaluations are completed in timely manner
- Respond to incoming calls from potential recipients and the public requesting information about Senior Services
- Track and monitor all home evaluations, refer those evaluations to appropriate internal and external services. This could include technical assistance to volunteers

**Additional Duties:**

- Attend monthly staff meeting
- Participate in additional training program when requested
• Participate in ICS volunteer recruitment and recognition and other agency projects as needed

Minimum Qualifications
• Minimum of 2 years of general office experience preferred
• Bi-lingual (Spanish) skills are preferred
• Strong verbal and written skills
• Strong computer skills including Microsoft Office Suite and Microsoft One Drive
• Ability to learn and master Efforts to Outcome (ETO) database system
• Ability to communicate compassionately, clearly, and tactfully with the public and volunteers is essential
• Experience in handling a phone system with multiple lines is preferred.

Reports To: Resource and intake Senior Coordinator

Supervises: Office Volunteers and Home Evaluator Volunteers

Work Schedule: Full Time, Monday through Friday, 40 hours per week, 8:30am to 4:30pm with limited flexibility.

FLSA exemption status: Non-Exempt

Compensation: Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to recruiting@icstucson.org. This position will remain open until filled; however, we will conduct first reviews of application on June 1, 2022 with first interviews shortly after.