



LEAD INTAKE SPECIALIST (HOUSING DEPARTMENT)

Starting Annual Compensation: \$36,000

FLSA Status: Exempt

Work Location: Warner Centre, Fourth Floor, 332 Fifth Avenue, Pittsburgh, PA 15222

Schedule: 8-hour shift (9 am to 5 pm), Monday through Friday, occasional evening and weekend work

Continued funding for this position is contingent upon annual appropriations.

THE OPPORTUNITY

The Urban League of Greater Pittsburgh (ULGP), a nonprofit organization dedicated to the economic self-reliance, parity, power, and civil rights of African Americans and other underserved in the Greater Pittsburgh area, seeks a Lead Intake Specialist

Under the supervision of the Director of Housing or their designee, the Lead Intake Specialist is responsible for the data collection system, verification of customer eligibility, scheduling appointments for all housing program segments, and they work with ULGP partners to service persons/ families with special needs.

FULL-TIME STAFF ENJOY A GREAT BENEFIT PACKAGE!

- Thirteen (13) paid holidays
- 80% employer-paid premium for medical insurance
- 100% of the medical deductive employer-paid of the medical deductible through Health Reimbursement Arrangement (HRA Plan)
- Dental and vision insurance
- 403(b) retirement plan
- Paid vacation, sick and personal time
- Life insurance
- Short- and long-term disability insurance
- Employee assistance plan (EAP)
- Flexible schedule
- Possible hybrid schedule after probationary period

ESSENTIAL FUNCTIONS

- Commitment to total quality and continuous improvement in the delivery of customer service.
- Assure incoming calls are answered positively.
- Ensure that initial contact with customers is smooth and seamless and that customers are appropriately provided internal and external resource information.
- **In Conjunction with Other Assigned Staff:**
 - Perform program eligibility screenings on all customers.
 - Complete all intake information; collect and verify all eligibility documentation via direct contact, mail, fax or email.
 - Enter all data into the appropriate data collection system.

- Scan documents and create an electronic file.
- Prepare a hard copy file to be submitted to the appropriate counselor.
- Schedule counseling appointments with the appropriate counseling staff based on program guidelines.
- Follow up with clients for incomplete documentation within the designated time.
- Supervise assigned staff with difficult cases. Monitor the performance of the Intake Department's outcome measures.
- Follow up with assigned staff to ensure the quality of documentation and data entry.
- Perform close out on incomplete applications.
- All other duties as assigned

EDUCATION AND EXPERIENCE

High school diploma, Associates in Social Work or a combination of education and supervisory experience

SKILLS

Knowledge of statistical reporting and recordkeeping
 Ability to relate to people and transfer knowledge and information
 Ability to record all counseling activity in the computerized record-keeping system
 Proficiency in Microsoft, CMAX, HMIS and Excel spreadsheets
 Excellent customer service, oral and telephone communication skills
 Strong typing, analytical and computer skills
 Ability to multitask, use personal judgment and utilize decision-making skills
 Knowledge and ability to work in multiple data collection systems
 Proficiency in e-mail, Outlook (calendar and task facility) and internet
 Sensitivity to the customers and their situations.

HOW TO APPLY:

The ULGP offers a flexible, collaborative environment with a commitment to best practices, innovation, and growth. The ULGP will consider qualified applicants without regard to race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

The ULGP encourages all applicants to include a cover letter with a statement about how your unique background and/or experiences can contribute to the diversity, cultural vitality, and perspective of our staff, students, volunteers, and supporters.

Please send your resume and cover letter with the name of the position and where you heard about this opportunity to jobs@ulpgh.org. No phone calls, please.

OUR WEBSITE: <https://ulpgh.org>

LIKE US ON FACEBOOK: <https://www.facebook.com/ulpgh>