



Intake Specialist and Program Family Coach

Organization	Maggie's Place
Job Title:	Intake Specialist and Program Family Coach
Department:	Programs
Location:	Ohio - The Zechariah House
Benefits	Salary, PTO, Paid Holidays, Health Insurance, \$10,000 life insurance, Simple IRA option
Applications Accepted By:	E-mail: cleveland@maggiesplace.org No Phone Calls Please Subject Line: Intake Specialist and Program Family Coach Please Include: Cover Letter, Resume, References and Salary Requirement

Job Description

POSITION PURPOSE

Serves as central point of contact for individuals experiencing homelessness in the community, conducting phone screening and in-person interviews to assess if Maggie's Place is the appropriate housing program for the applicant. Provides regular case management and direct staff support to foster stability and overall well-being of current and alumnae families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Services initial phone inquiries and conducts phone screening for individuals experiencing homelessness, using industry knowledge and knowledge of other community resources, experience and training to assess if Maggie's Place is the appropriate housing program for the individual.
- Coordinates in-person interview assessment that accommodates applicant's schedule and current location.
- Gathers pertinent information and reviews applications for completeness and eligibility during interview process.
- Assesses intake interview and communicates with Regional Director and House Manager prior to inviting applicant to move into our Cleveland home.
- Refers applicant to appropriate housing agencies if determined ineligible for Maggie's Place.
- Exhibits thorough understanding of program eligibility, expectations and services offered.
- Conducts consistent follow-up with active referrals.
- Maintains caseload of families: conducts strengths based needs assessment; develops family partnership agreements with clients; creates measurable goals to ensure families are successful in accomplishing their identified goals.
- Contact for current and alumnae mom situations, providing level of support based on client need.
- Assists homes in their support services for current moms, including ensuring homes have up-to-date information regarding community resources and locating specialized resources as needed.

- Demonstrates experience and competency in working in a culturally diverse setting, and an understanding of the intersectional nature of homelessness, poverty, abuse, disability, substance abuse and mental illness.
- Coordinates, under Chief Programs Officer approval, all financial requests (loans, scholarships, emergency expenses, etc.) for current and alumnae moms, including the Becky Most Fellowship.
- Writes letters of recommendation for moms when requested.
- Maintains accurate and consistent collection, documentation and organization of pre-admission assessment and corresponding referral information.
- Inputs entry and exit data, case notes, etc. to client records in the reporting system as needed.
- Maintain and update all OH alumnae mom files; prepare them to be archived annually.
- Oversees referrals and enrollments in Ohio programming.
- Initiates and facilitates local community partnership agreements.
- Collaborates with local programs and agencies to locate services for families.
- Monitors Ohio Alumnae email account.
- Supports and attends programs for current and alumnae moms as needed.
- Attends House Meetings and House Leadership Meetings as needed.
- Any additional projects or tasks as assigned by the Ohio Regional Director, Chief Program Officer or Chief Executive Officer.