



Job Title	Intake Specialist		
Reports To	Program Manager		
Salary Range		FLSA Status	Non-Exempt

Company Overview

Abe Brown Ministries (ABM) is a non-profit, Faith-based organization. ABM's Re-Entry Program is responsible for providing job placement and other support services for offenders being released to Hillsborough, Polk, and Pasco counties or an ex-offender referred to Abe Brown Ministries.

Job Purpose

The Intake Specialist is the main of contact for most prospective clients. The Intake Specialist takes a targeted approach to client recruitment by ensuring that prospective clients are informed of the Re-Entry program offerings and converting program applicants into enrolled clients. By exhibiting superior customer services skills and professionalism the Intake Specialist maintains consistent interactions with prospective clients, determines candidate eligibility, gathers required documentation, completes/orders a background check, and schedules eligible candidates for an Orientation session.

Duties and Responsibilities

1) Client Recruitment

- a) Recruit clients by visiting local probation offices, prisons, and community events and participating in conferences and fairs.
- b) Develop a profile of clients eligible for the program by conducting research and interviewing (phone, in-person) clients to determine eligibility into program.
- c) Complete Intake Questionnaires on each potential client, conduct intake interview and analyze questionnaire results.
- d) Respond to letters of prospective candidates who are still incarcerated.
- e) Maintain consistent, timely communication with prospective clients through the utilization of phone, email and mail while providing superior client service.
- f) Work independently to arrange orientation sessions, set appointments and promote the ABM Re-Entry program in a positive manner.
- g) Maintain mailing list and send monthly Newsletter to individuals who are still incarcerated.

2) Client Support

- a) Maintain a candidate caseload.
- b) Inform prospective candidates about ABM's Re-Entry program.
- c) Refer ineligible candidates to other agencies, when necessary.
- d) Contact candidates before scheduled Orientation Session as a reminder.
- e) Place follow-up calls to candidates who did not scheduled Orientation Sessions.
- f) Administer pre-program drug screenings for new candidates.



- g) Conduct Records' Review Workshops with enrolled clients to assist clients in learning how to read their background reports.
- h) Coordinate, arrange, and transport in company vehicle new clients from local Greyhound (if necessary) to Abe Brown Ministries' office, Hillsborough County Reentry Center, probation office, and/or transitional housing facility upon release. Please note, some clients are released outside of normal office hours and will require some early morning, nightly, and weekend hours worked.

3) Community Partnership

- a) Understand the re-entry population and available community services that will assist them.
- b) Develop a relationship with probation officers and release/classification officers to receive timely client documentation.
- c) Develop a relationship with transitional housing partners to assist in placing clients in the appropriate housing facility.

4) Administrative

- a) Collect required documentation and scan documents into ETO for each client.
- b) Log all related client notes and actions into ETO.
- c) Complete monthly background checks for all active clients in ABM's Re-Entry program.
- d) Prepare reports and maintain excel spreadsheets for invoicing each month
- e) Check the Intake email inbox daily for any inquiries made about the program and respond accordingly.

Please note, Intake Specialist duties and responsibilities may change over time due to agency and/or program changes. Intake Specialist may be asked to complete tasks that are not explicitly stated in this job description. Intake Specialist will also be required to work outside of regular office hours when coordinating the release of new clients from incarceration. Intake Specialist will work no more than 40 hours per week.

Qualifications

- Bachelor's degree required, Master's degree preferred.
- At least two years human services experience preferred.
- Admissions experience within the career education sector a plus.
- Comfort in using computers and learning new software.
- Experience working with the underserved and persons in crisis.
- Strong documentation skills
- Excellent written and verbal communication skills, ability to establish rapport.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
- Ability to motivate others towards achieving goals.
- Must be able to maintain confidentiality involving both clients and fellow employees.
- Ability to legally operate a motor vehicle.
- Maintain professional appearance and comply with company dress code.
- Previous employment experience in a non-profit setting is a plus.



Working Conditions

Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time. Work is generally performed within the office environment, with standard office equipment available.

Physical Requirements

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- Must be able to read, write and communicate fluently in English. Must have good vision and ability to lift up to 20 pounds.
 - Must be able to spend long hours sitting and using office equipment and computers.
 - May be required to do some light lifting of supplies and materials occasionally.
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