



Southern Caregiver Resource Center

Caring for those who care for others

JOB ANNOUNCEMENT INTAKE COORDINATOR

ORGANIZATION

Southern Caregiver Resource Center (SCRC) is a private, non-profit social services agency that has been offering services to family caregivers of adults with chronic and disabling conditions since 1987. SCRC is the leading provider of free caregiver support services for families caring for frail older adults and adults living with Alzheimer's Disease or related disorders in San Diego County. With a team of highly-qualified, professional staff, SCRC supports families through a full range of programs and services such as Specialized Information, Family Consultation/Case Management Services, Respite Care, Short-term Counseling, Legal/Financial Consultation, Education and Training, Support Groups, Employer Resources and evidence-based programs.

POSITION DESCRIPTION

The Intake Coordinator is a full-time non-exempt position reporting to SCRC's Intake Supervisor. The Intake Coordinator processes all service inquiries, assists with information and referral calls, and completes intakes over the telephone for all SCRC programs. The Intake Coordinator works closely with the clinical staff to ensure that all prospective clients are contacted and appropriately assigned for follow-up. The Intake Coordinator participates in community outreach functions as needed.

QUALIFICATIONS

- Bachelor's degree in a clinical discipline (psychology, social work, counseling, gerontology) preferred.
- Exceptional written and oral communication skills in English and Spanish, and ability to work effectively with interpreter services as needed.
- Experience performing client intakes preferred.
- Ability to effectively discuss issues of a sensitive nature with potential clients over the phone and in person, clearly communicating service options/eligibility criteria and gathering necessary information while maintaining confidentiality of client information.
- Knowledge of relevant community resources and familiarity with health and mental health and social service agencies and other support networks.
- Strong engagement skills and ability to develop quick rapport with potential clients and referral sources.
- Ability to clearly and concisely document client information and needs.
- Excellent interpersonal skills and the ability to interact effectively and professionally with a variety of staff, clients and collaborative partners.
- Exceptional organizational skills, accuracy and attention to detail.
- Knowledge and proficiency in the use of computer programs including Microsoft Word, Excel, and Outlook.
- Ability to learn additional software programs and databases as needed.



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REQUIREMENTS

- Ability to meet the required work schedule of 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Ability to work flexible hours as needed, including occasional nights and weekends.
- This position can be remote if applicant has access to reliable and adequate internet connection. Otherwise, applicant can choose to work in the office.

COMPENSATION

Salary commensurate with experience. Full-time employees have access to excellent benefits including generous paid time off, sick time, and 12 paid holidays. Exceptional health, dental, vision, 403b retirement plan, and mileage reimbursement. Position works 40 hours per week, typically Monday through Friday.

Public Service Loan Forgiveness: Employment with SCRC, as a non-profit agency, allows individuals with direct student loans to apply for the Public Service Loan Forgiveness Program.

SALARY RANGE

\$45,760 - \$53,813.49/annually (\$22.00 - \$25.87/hr.)

APPLICATION PROCESS

Submit resume to Kami Shevlin, Director of Administrative Services, at kshevlin@caregivercenter.org.

While each department has their specific roles, our staff prides itself on working together to support the whole agency. Come be a part of a team where you can take pride in knowing that you are making a difference in our community and the people we serve!