



ORGANIZATION: Bay Area Community Resources (BACR)

JOB TITLE: Intake Staff, Latino Task Force

LOCATION: San Francisco, CA

SALARY/ RATE: \$26/hr, Full time, Non-Exempt

REPORTS TO: Director of Resource Hubs, Latino Task Force

About Bay Area Community Resources (BACR) and the Latino Task Force (LTF):

Bay Area Community Resources (BACR) was founded in 1976. Our mission is to promote the healthy development of individuals, families & communities in the Bay Area; we serve 60,000 individuals annually through programs including workforce development, community and behavioral health, after school, health, and youth services.

The Latino Task Force (LTF) was formed in March 2020 in response to the impact of COVID-19 on San Francisco's Latino community. BACR runs the four neighborhood-based LTF resource hubs located in the Mission, Excelsior, Visitacion Valley and the Bayview, which serve 12,000+ people annually, distributing food and essential supplies, and providing assistance with benefits, employment, housing, and legal services, COVID testing & vaccines.

Job Summary: LTF Intake staff are responsible for screening and scheduling about 10,000 clients annually as they serve as the entry point to our resource and recovery hubs. Intake staff welcome clients, manage client data, and support clients seeking services at any of our Hubs.

The Intake Specialist gathers information, collects clients' information, and communicates any required documentation. Intake also makes appointments, updates schedules, and communicates with different departments to ensure clients needs are being met. Lastly, staff are responsible for answering questions related to the services being offered at Resource Hubs as requested.

RESPONSIBILITIES:

- Provide high quality customer care to clients; act with cultural responsiveness and confidentiality so clients feel dignified in our care
- Communicate clearly with clients on a consistent basis, demonstrating an eagerness to work through any issues or points of confusion
- Manage high volumes of communication via in person, phone calls, text message, and/or emails to book appointments
- Communicate effectively with clients, colleagues and partnerships.
- Administer intake forms into the database
- Effectively communicate new and up to date information to Resource Hubs as it relates to the Hub from Management.
- Collect documentation and maintain organized records of client information, and any other areas as assigned.
- Input all data in a timely manner to the designated data system.
- Manage a series of spreadsheets pertinent to the needs or duty of the day
- Enter client information on data systems and schedule trackers
- Conduct Follows up with clients who have unresolved and/or missed appointments for rebooking
- Take part in a variety of professional development training and coaching opportunities to build employee and program

capacity.

- Participate in all meetings, workshops, and activities organized by BACR and Latino Task Force
- Performs other tasks as assigned by Latino Task Force
- Light travel

REQUIRED:

- High school diploma or equivalent.
- Fluent in English and Spanish -preferred
- Ability to serve in diverse communities and as part of a team
- Ability to empathize with individuals from a racial, ethnic, disability, gender identity, sexual orientation, socioeconomic, academic and cultural diversity backgrounds
- Ability to work with Microsoft Office, Web based software (such as Zoom and Google Hangout) and Web based programs
- Software proficiency: Microsoft Office, Excel, PowerPoint, Google Workspace
- Must be punctual and reliable
- Strong oral and written communication skills, ability to manage multiple competing priorities, independent, team player
- Ability to multi-task and successfully manage competing deadlines
- Work well under high pressure environments
- Ability to work with minimal supervision
- Must have excellent written and oral communication skills
- Strong time management and customer service skills.