



### **Job Description - Intake and Program Assistant (Full-time)**

Bridge Communities is looking for an Intake and Program Assistant that can demonstrate an understanding and commitment to the organization's mission, vision, and core values. The position serves as the first point of contact for potential clients and office visitors. This includes greeting office guests, answering calls from those seeking assistance, completing applications and in-person or virtual first interviews, providing resources, assessing for appropriateness for the program, and presenting the information to staff. The position requires clear and concise communication, empathy, and comfort with trauma-informed language and practices. The ideal candidate will be detail-oriented, highly organized, and comfortable using Microsoft and Adobe products and documenting client information into an online database.

Reporting to the Director of Program Housing, the Intake and Program Assistant is responsible for providing support to the intake functions at Bridge Communities, as well as providing administrative services for program leadership staff and general office support. To be successful in this role you must be well organized, highly detailed oriented, patient, comfortable working with others, be self-motivated, and comfortable juggling multiple tasks daily. You will need to continuously develop understanding of Fair Housing Act, McKinney-Vento Homeless Assistance Act, Violence Against Women Act, and other relevant laws. The person in this position is required to complete ILDCFS Mandated Reporter training. You must also enjoy working in a fast-paced environment that requires independent decision-making and strong problem-solving skills. Additionally, the ideal candidate is a friendly and professional communicator and is energized by the day-to-day challenges of a client based social service agency.

This position is 40-hours per week with a pay rate range of \$20-22 per hour. This position qualifies for Bridge Communities offered benefits, including health and disability insurance, paid holidays, PTO leave, 403(b) retirement matching, in addition to other benefits. This position may require occasional work outside of normal business hours.

### **About Bridge Communities**

- DuPage County's largest provider of transitional housing and supportive services for homeless families.
- Owns and operates 24 apartment buildings in 7 DuPage villages, 154 total apartments. Headquarters office is in Glen Ellyn.
- Serves over 100 homeless families, with Program staff providing case management,

employment counseling, children's services, nutrition counseling, and donated automobile program.

- ✓ Very unique business model with faith communities and community-based organizations providing both financial support and volunteer mentors for families.
- ✓ Numerous collaborations with public schools, medical and behavioral health, legal services, local and county government, and recreational service partners to provide holistic scope of support to families.
- ✓ Strong fundraising and resource development team that has created diversity of funding streams and high donor retention.
- ✓ \$ 4.5 million operating budget, \$13 million in net assets, with \$3.8 million endowment and 26 FTE staff.

### **Client Intake Responsibilities**

- Manage service inquiries from phone calls, emails, and walk-ins in a professional manner and organize information of clients involved in the intake process
- Complete digital intake and assess client appropriateness for next steps
- Refer clients to specific, appropriate services and advocate for their needs
- Conduct in-person or virtual interviews with prospective clients
- Conduct third-party verifications, synthesize client information, and present to staff
- Modify and update client records within agency database according to client progress in intake process
- Collaborate and communicate with internal departments and external partnering agencies
- Communicate any client-related issues or concerns about the intake process to the Director of Program Housing

### **Administrative and Program Support Responsibilities**

- Monitor and order office and program supplies
- Serve as liaison with office equipment and service vendors, including but not limited to office cleaning, telephone, internet, copy/printing machines, bottled water and shipping.
- Open and distribute mail to staff
- Assist with registration, communications and preparation of materials for program events
- Complete tenant income certification forms on an annual basis for fair housing and grant compliance requirements
- Provide administrative support to program leadership staff
- Perform all duties as assigned, including other duties as required

### **Key Competencies:**

#### **Thought:**

- Focused, Highly Detailed
- Professional acumen
- Follows Logic

#### **Results:**

- Highly Accurate
- Deadline driven
- Process Driven

**People:**

- Builds collaborative relationships
- De-escalation and conflict resolution skills
- Establish and maintain professional boundaries in working with clients

**Self:**

- Organized
- Works independently and as part of team
- Maintains confidentiality

**Necessary Experiences & Job Skills**

- Superior attention to detail and ability to follow specific processes
- High level of accuracy with the ability to find and correct mistakes
- Excellent understanding of database management and ability to meet deadlines
- Ability to listen and provide guidance to those inquiring your services
- Proven experience at managing multiple and various tasks
- Exceptional time management
- Ability to collaborate with others
- Understanding of Bridge Communities mission and goals

**Qualifications**

- Associate’s degree or higher
- A minimum of three years of human services or office administration experience
- Computer skills with proficiency in *Microsoft Office* and *Adobe Acrobat*, as evidenced through completion of online skills assessment testing. Experience using *Microsoft Teams* environment a plus. Use of a data entry system, such as *Salesforce/Birdseye* or HMIS, preferred.
- Comfort, flexibility, and adaptability with a frequently changing environment and processes
- Fluency in Spanish is preferred.

**To Apply**

- Browse our website [www.bridgecommunities.org](http://www.bridgecommunities.org) to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your experience and match the desired position skills.
- Email cover letter and resume to [resumes@bridgecommunities.org](mailto:resumes@bridgecommunities.org)
- Candidates whose backgrounds are a strong fit with our requirements can expect contact within 10 business days of application. No follow up phone calls or emails please.
- Please do NOT supply references at this time.
- Our goal is to have the hiring process complete by mid-March 2023 and start of employment by in April 2023.

*Bridge Communities is committed to providing an inclusive and welcoming environment for all members of our staff, client families, volunteers, and vendors. Bridge Communities does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services.*

*Bridge Communities will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or applicant on the bases of the above- mentioned protections.*

*Reasonable accommodation will be provided as needed to enable qualified applicants with a disability to participate in the pre-employment process.*