



**Island Senior Resources**  
**JOB DESCRIPTION**

<b>PROGRAM / DEPT:</b>	Aging & Disability Resources / Social Services
<b>TITLE:</b>	Intake Specialist
<b>REPORTS TO:</b>	Director of Community Programs
<b>LOCATION:</b>	ISR Bayview Center, Langley WA 98260
<b>FLSA STATUS:</b>	Non-Exempt, 40 hours per week
<b>SCHEDULE:</b>	Full-Time; Monday through Friday
<b>WAGE:</b>	\$19.60 – \$20.61 DOE
<b>SIGNING BONUS:</b>	\$800 payable after 90 days of satisfactory performance
<b>BENEFITS:</b>	Eligible for medical insurance. See list of other benefits below.
<b>TO APPLY:</b>	Send application, resume, and cover letter in a single PDF to: <b>katheryn@islandseniorservices.org</b> *Applications received without the three required documents will not be considered. Link to application is here: <a href="#">ISR-Employment-application-1.pdf (senior-resources.org)</a>
<b>DEADLINE:</b>	Until position is filled

- Please carefully review this job description for minimum requirements and qualifications
- For questions regarding the position or application you may call: 360-321-1600 or 360-678-3373

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### **ABOUT OUR ORGANIZATION:**

Island Senior Resources (dba ISR/Senior Services of Island County) is the primary provider of resources for seniors, adults with disabilities, and those who care for them in Island County, WA. It is in its 50<sup>th</sup> year of essential service to the community. For more information about our programs and services visit: [www.senior-resources.org](http://www.senior-resources.org).

*“I believe in the value of Island Senior Resources; that’s why I work here. We improve lives every day for the individuals we serve. Each day when I go home, I know I have made a difference. It’s more than a job; I’m doing what I believe in.” – (long-time staff member)*

We hire people, not just qualifications. We respect and value our differences. We ask questions and listen to points of view until we find the best answers to every challenge. We seek individuals who can work collaboratively, value input, think creatively, and bring their experience to an environment where expertise is respected, and a desire to learn and improve is encouraged.



Everyone on staff is both a mentor and a learner every day. All of us are passionate about the work we do together and how we care for each other and every person who needs our help.

**Our Mission:** To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

**Our Vision:** Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, care for and about, afforded respect, treated with dignity, and supported to live their best life.

**Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We are only partially funded by government sources.**

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

**POSITION SUMMARY:** We are looking for an outgoing personality comfortable communicating to individuals or groups both on the phone or in person. The ideal candidate will provide compassionate service while being flexible to the fast-paced needs of the position. As the entry point of the organization, the Intake Specialist is expected to provide exceptional customer service and support to clients, staff, volunteers, donors, and community partners. The core functions of the Intake Specialist will be client service and activity coordination. The Intake Specialist will be our frontline of communication by receiving all reception calls & emails, navigate clients to appropriate resources, and assist clients with completing intake documents or applications. The Intake Specialist will also provide clerical support to all programs and be in the office to check mail and faxes for staff. Education and outreach to the community are important to the work of ISR. The Intake Specialist will also assist our programs by coordinating the scheduling, registration, and basic oversight of classes, support groups and activities.

### **ESSENTIAL JOB FUNCTIONS:**

- **Customer Service**
  - Provide general customer service to all clients and community members contacting the main phone line and email for Island Senior Resources
  - An office phone and laptop will be provided.
  - Phone coverage will be Monday through Friday during ISR's normal operating hours of 8:30am – 4pm (with the workday ending at 4:30pm).
  - All voicemails and emails should be returned promptly.
  - Respond to all client inquiries and requests for information in a timely manner.
  - Provide impartial and accurate information on the services, products, and/or community resources available. Intake Specialist will be provided with resource lists and is encouraged



to become familiar with local community resources and information available via the internet.

- **Screening & Triage**
  - All clients and community members seeking assistance should be screened and routed to the appropriate staff member or department.
  - A screening tool will be made available to assist the Intake Specialist in determining clients' needs.
  - Intake Specialist may assist clients in accessing ISR core programs and services such as:
    - i. Completing MOW intake forms
    - ii. Completing the Online Help Request
    - iii. Emailing lists of resources to clients
    - iv. Completing intake forms for Farmers' Market Vouchers
    - v. And more
- **Record maintenance**
  - All calls will be documented in "Better Impact" and as needed state database.
  - Referrals to ISR programs should be as detailed as possible with a summary of the clients' needs and any work already performed on behalf of the client.
  - Maintains strict confidentiality regarding the storage and sharing of client data in accordance with HIPAA and all federal, state, and agency policies and practices.
  - Maintain and update ADR resource library (as needed).
  - Compiles information and reports as requested.
- **Staff and office support**
  - Provide office and clerical support to staff and programs as requested such as creating documents, mailings, etc.
  - Facilitate the drop-off and pick up of donated medical equipment (as-needed).
  - Participate in Team meetings with Nutrition, ADR, or other program staff as requested.
  - Other tasks as assigned.
- **Program Development**
  - Assists to promote systems, processes, and procedures that promote the integration of programs and departments at ISR.
    - Provide input and feedback to the IT staff in the use of our client database and tracking system, "Better Impact".
    - Compile statistics and reports
  - Coordinate classes, groups, and activities.
    - Schedule support groups, classes, and events for organization
    - Provide support to facilitators and class leaders
    - Coordinate registration process for support groups, classes, and events
    - Track attendance as needed
    - Assist with developing flyers or promotional efforts as needed



## **QUALIFICATIONS:**

### ***Minimum Education/Experience***

#### *Required:*

- a. Minimum two years of experience in human services (required)
- b. Online mandatory reporting training, to be completed within 30 days of hire.
- c. Online TEAMS and Sharepoint training to be completed within 30 days of hire
- d. Online HIPAA training, to be completed within 30 days of hire

#### *Preferred:*

- e. Minimum two years of experience in human services (required)
- f. B.A. in social work, human services, social sciences, or related (preferred)
- g. Experience providing services to older adults and people with disabilities is (preferred)

### ***Knowledge, Skills and Abilities***

All staff must have demonstrated skills commensurate with their job responsibilities at time of employment; or have the potential to achieve required skills and knowledge through training.

- Commitment to ISR's mission, vision, and guiding principles.
- Willing to go above and beyond to contribute to the success and well-being of clients.
- Strong written and verbal communication skills.
- Ability to manage several tasks at one time with repeated interruptions.
- Must have excellent problem-solving, organization, and time management skills.
- Must have strong technology skills with the ability to learn new programs quickly and efficiently.
- Must be proficient with standard software programs including Microsoft Office, Teams, Sharepoint, internet, and email.
- Ability to operate standard office equipment including phones, copiers, fax machines, etc.
- Ability to meet regular deadlines.
- Demonstrated ability to work both independently and in teams.
- Demonstrated ability to learn and master new information and responsibilities.
- Ability to maintain effective relationships with co-workers, volunteers, and community partners.
- Ability to triage client needs, assess client's strengths and weaknesses, and match clients with appropriate services.
- Ability to effectively communicate in difficult situations, including calming people, discussing unpleasant options, and dealing with emotional people.
- Ability to demonstrate respect, patience, tact, and good judgement when working with clients.
- Demonstrated ability to maintain client confidentiality.
- Must demonstrate cultural competency and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.



***Special Requirements***

- Must have and maintain a valid Washington State Driver’s License with acceptable driving record
- Ability to successfully pass a background check

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS:**

Current working conditions: The Intake Specialist typically works in an office environment but requires occasional travel within and outside of the area for meetings. The Intake Specialist works a 40-hour workweek but might be required to work additional hours to accommodate activities, attend special meetings, or attend other events.

Sufficient mobility is required for movement throughout the office and the use of standard office equipment such as computers, telephones, files, copier, and calculator. Lifting a minimum of 30 pounds (computers, reports, records, and so on) might be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

**EMPLOYEE BENEFITS SUMMARY**

Updated January 2022.

**Sick Leave**

**Vacation Leave**

**Health Insurance**

**Supplemental Insurance**

**Vision Insurance**

**Dental Insurance**

**Life Insurance**

**Employee Assistance Program**

**Travel Mileage Reimbursement**

**Public Service Loan Forgiveness**