

Intake, Assessment, and Referral Specialist

Organization: Community Action Partnership of Hennepin County (CAP-HC) is a private 501(c) (3) non-profit organization established in 1986 and offers the following programs and services: Energy Assistance, Food Support, and Financial literacy, Supportive Services for Veteran Families, Homeless Services, and Full-Cycle Home Ownership Services. The organization works with community members to help identify and overcome economic barriers; and works to establish services, programs and partnerships that address poverty and increase family and economic stability in Hennepin County.

At CAP-HC, our mission is to ensure a life of dignity and opportunity for those in need throughout Hennepin County. We value:

- Strengthening Communities.
- Eliminating Barriers
- Creating Opportunity

Position: The Intake, Assessment & Referral Specialist position has primary responsibility for handling incoming phone calls for the Energy Assistance Program, providing assistance with completing EAP applications, and providing internal and external referrals to low income households who need assistance with their home energy costs. Working with other Social service and community resources. This is a 6-month temporary position.

Responsibilities:

Client Communication:

- Explain program guidelines to potential clients.
- Conduct telephone interviews with clients to determine eligibility.
- Schedule appointments or mail applications.
- Explain verification needed for intake appointments.
- Provide callers with community referral information, as needed.
- Greet visitors, and provide them with an application to complete.
- Inform applicants of their rights and responsibilities.

Clerical/ Data Processing:

- Assist with maintaining databases and client lists indicating when applications were received.
 - Assist with the retrieval of mail from EAP post office box.
 - Assist with tracking the receipt and distribution of all applications.
 - Assist with mail distribution of EAP applications, award letters and other mailings.
 - Assist with the accurate filing and purging of EAP applications and household records.
 - Assign household numbers, and enter EAP household member information as needed.
 - Enter and/or modify application information accurately and completely on computer system using EAP software.
 - Prepare and print address/file labels as needed.
 - Assist with weekly counts and the preparation of reports
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- Attend EAP and CAPHC staff meetings and other events as assigned.
 - Other duties as assigned.

Qualifications:

Required:

- High School diploma or GED minimum.

Preferred:

- AA in Business, Social Work, or related field or 2 years post high school.

Salary & Benefits: This is a temporary, full-time, non-exempt position starting at \$16.00 per hour. Temporary employees receive all legally mandated benefits, such as, Workers' Compensation and Social Security but are ineligible for all other organization benefit programs.

Location: CAP-HC is based in St. Louis Park, MN and serves all of Hennepin County.

Contact: Complete application and send to Sam Miller, Director of Human Resources, smiller@caphennepin.org