



Community Action
Partnership of Hennepin County

Intake, Assessment, and Referral Specialist – Client Services

Community Action Partnership of Hennepin County (CAP-HC) is a 501(c)(3), non-profit organization that helps people with lower incomes navigate crisis situations, build stability, and lift themselves out of poverty. Our community-centered programs, services, and partnerships address immediate needs and support Hennepin County residents on their path to prosperity. Our mission is to partner with the community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

As the **Intake, Assessment, and Referral Specialist – Client Services**, you will be responsible for conducting client intakes and assessments, providing assistance with completing applications, and providing internal and external referrals for essential services delivery at agency and partner sites.

This position is classified as temporary/seasonal January – September.

Schedule: M-F | 8:00 AM – 4:30 PM | Requires some evening and weekend hours

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

Responsibilities

General:

- Explain program guidelines to potential clients.
- Conduct intakes and assessments with clients to determine eligibility.
- Assist clients in completing the application in compliance with program requirements.
- Conduct follow up after initial contact to determine application status and when appropriate provide additional support.
- Serve as the first point of contact and manage relationships with assigned programs to ensure services are available to interested applicants.
- Connect participants to other resources within the agency and community.

Other:

- Maintain accurate and complete records to track and report outcomes.
- Complete data entry for CAP 60 or other client management system.
- Attend required trainings.
- Perform other duties as assigned.
- Cooperate with all staff members and assist with program services, as requested.



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Skills Requirements

- Demonstrated experience conducting intakes and assessments and/or determining program eligibility.
- Professional and/or lived experience working with diverse communities and/or households defined as low income.
- Experience balancing multiple projects requiring high attention to detail, strong organizational skills, and ability to prioritize.
- Demonstrated interpersonal skills, including collaborating with a team, working across program areas, disseminating information effectively, and conflict resolution.
- Knowledgeable of data privacy and confidentiality standards and protocols.
- Effective verbal and written communication skills required, including public speaking skills.

Experience/Education Requirements

- High school diploma or GED at minimum. Associates degree in Business, Social Work or related field. (Preferred)
- 2 years of work experience in Human Services or related field.
- Understanding and knowledge of community resources in Hennepin County. (Preferred)
- Fluent in English, as well as Spanish or Somali. (Preferred)

How to Apply

To apply, please complete the application process here: [Job Application | Community Action Partnership of Hennepin County](#)

Make sure to:

1. Upload your resume (if available)
2. Identify which position you are applying for

More about Community Action Partnership of Hennepin County

CAP-HC was established in 1986 and is part of the Community Action Network, a 1,000-agency strong network committed to poverty reduction. We value: Building Relationships, Creating Opportunity, Eliminating Barriers, Equity and Inclusion, Responsible Stewardship, and Strengthening Communities.

CAP-HC is an Equal Opportunity Employer and acknowledges that equal opportunity for all persons is a fundamental human value. CAP-HC will provide equal opportunity in employment and advancement opportunities to all persons; and will provide access to, admission to, full utilization and benefit of training and promotional opportunities without discrimination because of race, color, creed, age, ancestry, religion, national origin, sex, gender identity, disability, sexual orientation, marital or familial status, or public assistance status, membership or activity in a local commission, or any other characteristic protected by law. Every person making application for, currently employed by, or applying for further vacancies in CAP- HC will be considered on the basis of individual ability and merit.