



Intake Counselor

Summary:

The Intake Counselors are ambassadors to the community. As the primary responders to intake calls, they welcome callers to the agency through a tailored, holistic assessment, and connect clients to agency and community resources. Intake Counselors conduct initial assessments/consultations in person or by telephone, identify needs, assist with problem solving, help clients and their caregivers find agency and community resources, coordinate crisis intervention, and follow through until clients are assigned to appropriate program(s). Intake Counselors also process emergency financial assistance applications and market programs to community agencies and organizations. They work as members of the intake team, and at times offer trainings/consultations to other staff across the agency. There may be occasional evening hours for agency functions and community education activities, as well as other tasks which are directed by the Program Manager.

Agency Information:

The mission of JFCS is to provide essential services to people of all ages and backgrounds to sustain healthy relationships, ease suffering and offer support in times of need.

JFCS serves and employs people of all cultures and faith traditions and highly values inclusion and diversity. Employment opportunities are available to all without regard for race, color, national or ethnic origin, religion, age, sex, gender, gender identity and expression, sexual orientation, marital status, veteran status, disability. AA/EEO

Salary and Benefits:

- Approximate annual salary \$46,000
- Competitive benefits package including medical insurance, 401(k) with match, life and long-term disability insurance, and access to other benefits including vision and dental
- Work-life balance including 37.5 hour work week, 3 weeks vacation, sick time, holidays, flexible schedule, and telecommuting when appropriate
- Social work supervision

Responsibilities:

- Perform program intakes, conduct telephone and in-person assessments, identify needs, problem solve, coordinate crisis intervention, process emergency financial assistance applications, provide information and referral resources, and follow through until clients are enrolled in appropriate programs. This includes maintenance of accurate and timely clinical records, correspondence and reports. (80%)
- Participate regularly in IRC client consultations and team meetings, and in occasional meetings with other agency programs to ensure that staff are using up-to-date information and procedures. (5%)
- Maintain a Community Resources database. (5%)
- Engage in community outreach and networking opportunities. (5%)
- Additional duties as time and IRC needs require. (5%)

Experience:

- A minimum of two years' experience in social work, psychology, or related direct social service position.
- Two years' experience with on-phone or in-person assessment and/or clinical interviewing strongly preferred.
- Coursework in social work, psychology, or related subjects preferred.
- Familiarity with client confidentiality practices, HIPAA and electronic health record practices.

Skills and Qualities:

- Proven ability to compassionately engage with people from across all backgrounds, socioeconomic statuses, and mental and physical abilities.
- Good listener.
- Effective communicator, including de-escalation and crisis management skills.
- Effective problem solver.
- Knowledge of mental health, children's, and family challenges.
- Strong clinical interviewing and assessment skills.
- Excellent organizational skills, attention to detail, and ability to prioritize multiple tasks.
- Knowledge of local social services resources preferred.
- Proficient user of electronic health record systems.
- Proficient user of Microsoft Office programs, including Word and Excel.
- Ability to work creatively and collaboratively with colleagues in other departments.
- Sincere commitment to consistently reflecting JFCS's Values: compassion; inclusion; innovation; integrity; and collaboration.

How to apply:

Please submit cover letter and resume Diana MacLennan, Human Resources Manager. E-mail HumanResources@jfcsmpls.org or apply directly at <https://www.jfcsmpls.org/about-us/jobs-at-jfcs/>. For more information on Jewish Family and Children's Service of Minneapolis, see www.jfcsmpls.org. AA/EEO