

Intake and Program Specialist, Jewish Family Service

WHO ARE WE?:

Jewish Family Service of Cincinnati (JFS) is committed to hiring incredible people to do remarkable work. Our Mission: JFS strengthens lives and enhances our diverse community by providing exceptional and transformational human services. Our Vision: Guided by Jewish values, we strive for a community where everyone lives with dignity, security, and hope.

If you are wondering whether you have to be Jewish to work here, the answer is absolutely not! Jewish Family Service **values a diverse workforce**. We only care about your abilities, knowledge, competencies, and level of compassion.

JFS serves all individuals, and provides equal employment opportunities to applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, ancestry, marital status, veteran status, genetic information, immigration status, hair type, or any other protected status covered by federal, state, or local law.

Position Overview: We are seeking a dedicated and enthusiastic Intake and Program Specialist to join our team. This role is a dynamic combination of front-line customer service and program facilitation, aimed at providing excellent support to individuals seeking assistance from our care management program and managing the day-to-day operations of our activity center. The successful candidate will serve as the first point of contact for helpline callers and visitors, and will also oversee the planning, coordination, and execution of activities and events.

Key Responsibilities:

About our Helpline

Jewish Family Service (JFS) operates a helpline for community members seeking assistance from our agency. This position would field inquiries from callers who are seeking food assistance, financial assistance, mental health support, or other care management needs.

Intake Specialist Duties:

- Serve as the primary point of contact for all incoming calls to the helpline, providing information, referrals, and directing inquiries as needed.
- Offer compassionate and professional support to callers, addressing their needs or concerns and providing appropriate referrals.

- Maintain up-to-date knowledge of available services, resources, and programs to accurately respond to inquiries.
- Handle administrative tasks such as data entry, call tracking, and maintaining accurate records of interactions.
- Ensure that calls are answered promptly and follow-up actions are recorded and executed.

About our Activity Center

At the Jewish Family Service Barbash Family Vital Support Center we provide social and therapeutic activities as well as Jewish programming (facilitated by a staff rabbi). We currently offer activities about twice a week to adult and senior clients. Our activities include art classes, jewelry making, movie days, game days, etc.

Program Specialist Duties:

- Oversee the operations of the activity center, ensuring smooth functioning and a welcoming environment for all visitors.
- Plan, coordinate, and execute a variety of activities, programs, and events based on the needs and interests of participants.
- Develop and maintain schedules for activities and events, ensuring appropriate resources are in place. Send out monthly activity calendars to participants.
- Monitor the activity center's budget, ensuring that expenses stay within allocated limits while maximizing efficiency.
- Plan and prepare snacks and/or lunches for each activity

Qualifications:

- Bachelor's degree in social sciences, education, or related field
- Active Social Work License in the state of Ohio preferred
- Proven experience in customer service, administrative support, or similar roles, preferably in a social services, community, or healthcare environment.
- Experience in facilitating group activities with adults and/or seniors
- Strong organizational and time-management skills, with the ability to handle multiple tasks simultaneously.
- Excellent verbal and written communication skills.
- Ability to remain calm under pressure and handle sensitive or difficult situations with empathy and professionalism.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with CRM or database systems.

- Knowledge of the local community resources and services is an advantage.
- Flexibility and adaptability in responding to evolving program requirements and participant needs, with a readiness to adjust strategies and approaches as necessary.
- Must be able to lift up to 30 lbs. as well as stand, sit, reach, stretch for extended periods of time

Why Join Us:

By joining our team, you will be part of a compassionate, mission-driven organization dedicated to making a significant impact on the lives of members of our community. You will have the opportunity to grow professionally, develop new skills, and work in an upbeat, collaborative, and supportive environment.

BENEFITS WE OFFER:

Jewish Family Service of Cincinnati offers a professional, friendly, and fun work environment. We also offer some compelling benefits*:

- Paid holidays: 7 national holidays, plus as many as 13 Jewish holidays every year
- Professional development: free CEUs and free group supervision (2 hours per week for LSWs working toward LISW, maximum of 6 supervisors in a group)
- Benefits: Health, Dental, and Life insurance—plus Long Term Disability coverage
- 401k, Health Savings Account or Flex Spending Account
- Generous vacation and sick time
- Relocation assistance may be provided
- Discount on individual membership at the Mayerson JCC
- Flexible work schedule
- Free onsite parking

This position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel in the above position.