



CATHOLIC DIOCESE OF RALEIGH
POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: Intake Specialist

Department: Catholic Charities

Reports To (Title): Program Director

Work Schedule: M – F Hours: _____ to _____ Other: _____

Type of Employee (Hours worked per week) Regular Full Time (≥30) Regular Part Time (20-29) Part Time (≤20) Temporary (varies)

Percentage of Travel Required 0% 10% 25% 50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Intake Specialist will perform initial client screenings and evaluations, make referrals to appropriate Catholic Charities Core programs and community resources and process vouchers for the Emergency Food and Shelter Program (EFSP). The Intake Specialist must be bilingual with the ability to read and write Spanish and English fluently.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

- Provide culturally aware services to individuals and families referred to Catholic Charities
- Receive and manage all referrals
- Make contact with referrals, schedule appointments, perform intake interviews in response to needs
- Distribute financial assistance
- Collaborate with other Catholic Charities employees to ensure clients effectively and efficiently receive assistance

75.00

Duties and Responsibilities *continued from page 1*

- Maintain client records, agency and program data collection and reports as required by supervisor, agency policy and procedure and funding sources

15.00

- Attend agency, staff and community meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

10.00

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: _____ Degree Type: Human Services (related experience may be substituted)

Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Human Services Years of experience: _____

Qualifications

- Fluent in English and Spanish in oral and written communications.
- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Excellent interpersonal skills
- Strong attention to detail
- Ability to work as part of a team on assigned projects

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

Skills: Proven computer skills including Word, Excel and other appropriate applications

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Standing for extended periods	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input checked="" type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.