



Job Description

Job Title	Intake Specialist		
Employed by	Dynamic Workforce Solutions		
Reports to	Title WT/SNAP Program Manager		
Salary	\$28,000 - \$36,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt

PURPOSE

Deliver initial intake and case management services to participants in select programs.

KEY ACCOUNTABILITIES

- **Timeliness and Accuracy of Data Entry** – Record WIOA, WT, SNAP, and WP data into appropriate systems within the established standards. To meet the data entry standard, communication with management and staff is required to ensure that the receipt of records is timely. *Measurement – Achievement of error rate goals as determined by state monitoring tool; participation rates for specific programs.*
- **Effective and Compliant Case Management** – Facilitate the initial intake and engagement of program participants through individual and group sessions. . Develop individual employment plans for program participants that focus on barriers to employment attainment or retention through referrals to internal and external resources. . Acquire and maintain ongoing programmatic competency to ensure compliant management of cases. Accurately document customer interactions through well-written case notes. *Measure – Achieve contract performance measures for assigned cases including goals for clients served, entered employment rates, program participation; achieve annual error rate of no greater than 3% from program monitoring; program co-enrollment rate.*
- **Placements** – Successfully place SNAP participants in unsubsidized employment. Work closely with Sector Leads, Business Account Executives, and Talent Acquisition Specialists to integrate SNAP cases into job matching, recruitment, and co-enrollment opportunities. *Measure – Total placements achieved; quality referral form ratings.*
- **Review and Communicate WIOA, WT, SNAP, and WP Programmatic Compliance** – Systematically review records and generate reports and communicate with staff and management on needed action to ensure that the region exceeds performance in Welfare Transition and SNAP. Actively verify documentation for cases in deferred or transitional status to ensure compliance. *Measurement – Achieve contract performance measures for associated programs; Achievement of error rate goals; participation rates for specific programs;*
- **Customer Satisfaction** – Maintain high levels of customer satisfaction by providing valued and timely services. Customers include both career seekers and employers. *Measure – Achievement of customer survey response and rating goals.*
- **Expertise** – Acquire, maintain, and demonstrate ongoing programmatic competency. *Measure – Quarterly evaluation observations.*
- Other duties and responsibilities as assigned.

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WORK EXPERIENCE REQUIREMENTS			
<ul style="list-style-type: none"> – Minimum of one year experience in case management with at least one year’s experience working with computer systems for data entry and data review. – Previous experience in applicable programs like Welfare Transition or Supplemental Nutrition Assistance Program is preferred. – Previous experience in workforce development is preferred. 			
KNOWLEDGE, SKILLS AND ABILITIES			
<ul style="list-style-type: none"> – Understand the data entry, and customer requirements for all funding streams. – Must demonstrate attention to detail. – Understand and follow program policy. – Ability to present exceptionally well in a group setting. – Proficient with Microsoft Office. – Excellent verbal and written communications skills are necessary. – Ability to accurately document customer interactions through well-written case notes is a must. – Experience with Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), and FLORIDA is preferred. – Must have the ability to work in a fast-paced and diverse environment. – Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment, individual training accounts, employed worker training, customized training, and on-the-job training. 			
APPLICABLE STRENGTHS THEMES			
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>			
Primary Strengths Themes		Secondary Strengths Themes	
Achiever, Analytical, Consistency, , Developer, Empathy, Focus, Futuristic,	Input, Relator, Restorative, Strategic,	Adaptability, Arranger, Belief, Communication, Context	Harmony Learner, Maximizer Positivity
EDUCATION REQUIREMENTS			
<ul style="list-style-type: none"> – Associate’s degree or equivalent experience is required. 			

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STAFF (PRINT NAME)			
STAFF (SIGN)	Date		
SUPERVISOR (PRINT NAME)	Title		
SUPERVISOR (SIGN)	Date		
DATE HIRED			