



United Way of Greenwood  
and Abbeville Counties

### **Intake Coordinator, ESG-CV**

**Reports to:** Manager, Homeless Prevention

**Status:** Salary, Exempt

### **New Position**

**Job Location:** 929 Phoenix Street Greenwood, SC 29649

**Access to Protected Health Information:** \_\_\_\_\_ Yes  No

**HIPAA Training Required:** \_\_\_\_\_ Yes  No

**Geographic Scope of Responsibility:** Greenwood County

### **About Us:**

The United Way of Greenwood & Abbeville Counties (UWGAC) advance the common good by creating opportunities for a better life for all. Our focus is on Education, Income, and Health – the building blocks for a good quality of life. We recruit people and organizations who bring the passion, expertise, and resources needed to get things done. Through a variety of efforts, including an annual workplace fundraising campaign, fund distribution activities, community assessments, and cross-sector collaborations, UWGAC encourages others to give, advocate, volunteer, and LIVE UNITED.

### **Core Competencies:**

- **Mission-Focused:** Catalyze others' commitment to the mission to create real social change that leads to better lives and healthier communities.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

### **General Position Summary & Major Responsibilities:**

As the intake coordinator, you will be the first point of contact with potential clients when they reach out for help.

- Be available to answer phone/emails Monday-Friday 8:30 am-5 pm
- Establish rapport with potential clients, answer all questions, schedule appointments
- Follow up with all pending referrals via email and phone promptly
- Communicate with Manager about new client appointments and all relevant information promptly
- Assist Manager to identify and assess potential clients for motivation and suitability to receive ESP funds for these two areas: Homelessness Prevention



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- Assists Manager to develop individual case plans and provides links to supportive services and community resources
- Maintains accurate case files, referral, and contact records
- Inputs data on the Homelessness Management Information System (HMIS)
- Monitors client progress through consistent personal contact.
- Maintain detailed records through the referral log
- Check benefits for clients after they have scheduled
- Assist with additional administrative tasks as needed

### **Qualifications:**

- *Minimum Education:* Must possess a high school diploma.
- *Minimum Work Experience:* At least two years of work experience in direct services to low- and very low-income and/or homeless population. Knowledge of intake and assessment techniques preferred.
- Must have excellent written and verbal communication skills and be able to communicate professionally at all levels.
- Must be able to plan and execute daily work schedules.
- Good record keeping skills required. Computer skills required.
- Knowledge of service area and community resources preferred.
- Valid South Carolina driver's license, good driving record, and dependable transportation for use in the work required (mileage reimbursed).
- Must be able to work under high-stress situations; excellent coping skills required.
- Strong organizational skills and ability to multi-task
- Must be able to work effectively under pressure to meet deadlines
- Must be able to fulfill responsibilities with minimal supervision and work successfully on a team
- Must have experience working with diverse populations; knowledge of guidelines to successfully work in a culturally sensitive environment
- Excellent proficiency in operating computers and various Windows-based software applications (MS Word, Microsoft Office Suite, Excel, PowerPoint)

### **Physical demands:**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

UWGAC does not discriminate based on race, color, gender (including actual or perceived gender, and gender identity), sexual orientation, age, marital status, medical condition, religious affiliation, veteran status, national origin, citizenship status, mental or physical disability, or any other characteristic protected by applicable state, federal or local law.