



INTAKE SPECIALIST

Summary of Position: Acts as an entrance point for all VOA Illinois social services and behavioral healthcare programming. Completes outreach activities, engages community stakeholders, and completes all intake and enrollment assessments for prospective participants. Is an expert in eligibility requirements for all services offered at VOA Illinois and ensures participants are enrolled in every services for which they are eligible and in need of.

Position Type: This position is non-exempt and reports to the Intake Manager.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identify and engage prospective participants that may benefit from VOA Illinois Social Service and Behavioral Healthcare Programs.
- Produce at least 10 new enrollments each month through no less than 12 organized outreach activities.
- Maintains working knowledge of all eligibility and enrollment requirements for each program and service line provided at VOA Illinois.
- Is available in the office setting for walk-in inquiries during assigned walk-in days.
- Attend all assigned outreach events within the community (i.e. stand-downs, employment/job fairs, employment training programs) to actively recruit participants.
- Assist in cultivating ongoing relationships with other service providers (such as mental health and substance abuse providers) and providing important referral and resource information to participants to immediately assist them in meeting urgent needs during first encounters with VOA Illinois.
- Submits information to HMIS databases throughout our service area.
- Maintains active relationships with all VOA Illinois social service and behavioral healthcare teams through regular attendance at team and coordination meetings.
- Provide immediate emergency services such as food, clothing, blankets and emergency transportation.
- Represent the interests of the agency, the program and the program participants in all activities.

Other Duties: As assigned by the supervisor.

Work Environment: Hours typically are Monday through Friday, from 9:00 AM to 5:00 PM. Some nights and weekends may be required for outreach activities and to meet the needs of participants.

Physical Demands: Physical demands are part of the essential functions of this position, for which reasonable accommodations will be made upon request or if the need for an accommodation is obvious.

Education and Experience:

- Must meet minimum requirements as a Mental Health Professional (MHP) in the State of Illinois:
 - a bachelor's degree;
 - OR a practical nurse license under the Nurse Practice Act [225 ILCS 65];
 - OR a certificate of psychiatric rehabilitation from a DHS-approved program plus a high school diploma plus 2 years experience in providing mental health services;
 - OR a recovery support specialist certified and in good standing with the Illinois Alcohol and Other Drug Abuse Professional Certification Association, Inc., plus one year experience in providing mental health services;
 - OR an occupational therapy assistant licensed under the Illinois Occupational Therapy Practice Act [225 ILCS 75] with at least one year of experience in a mental health setting;
 - OR a minimum of 5 years of supervised experience in mental health or human services. (A supervised internship in a mental health setting counts toward the experience in providing mental health services).
- Experience in counseling, crisis intervention, substance abuse/mental health issues, and familiarity with community resources is essential.

Qualifications:

- Must possess a valid State of Illinois driver's license.
- Requires a person with flexibility to work day and evening hours, including weekends and holidays as needed. May at times work in harsh weather conditions in the performance of his or her duties.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA Illinois that an accommodation is needed.

Job Type: Full-time