



INTAKE AND DATA COORDINATOR

Summary of Position: To provide comprehensive trauma-informed case management to Veterans residing in Cook County, IL., Will County, IL., Porter County, IN. and Lake County, IN., who are at risk of suicide.

Position Type: This position is non-exempt and reports to the Program Director

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.

- Acts as the primary contact for all program inquiries, requests for service and referrals from external referral sources including the VA and social service organizations.
- Assists in cultivating ongoing relationships with other service providers (such as mental health and substance abuse providers) and providing important referral and resource information to co-workers to ensure the most up-to-date and comprehensive database of resources for Veterans in the program.
- Attends all required outreach events within the community to actively recruit eligible Veterans.
- Develops and implements customer service based processes to effectively manage intake services for the program. In the spirit of excellent customer service, the Intake Specialist will be responsible for responding to all inquiries about available services and resources, accepting referrals from community partners, and conducting eligibility screenings by phone and in person. These processes must be completed within an established timelines and handled with sensitivity and optimism.
- Facilitates smooth transitions for program participants from the referral process to the assignment of a Service Coordinator.
- Facilitates appropriate referrals to other service providers for veterans not eligible for VOA Illinois services.
- Maintains HMIS and ServicePoint databases for tracking and providing accurate program data.
- Completes data reports for program metrics monthly and upon request.
- Upholds the mission and values of VOA IL at all times.

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.

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:

- Position requires a high school diploma (or equivalent) and two years of related

experience or a bachelor's degree and one year of related experience.

- Experience in counseling, crisis intervention, substance abuse/mental health issues, and familiarity with community resources is essential.

Qualifications:

- Experience in service management, including organizing, problem-solving and advocating.
- Experience and demonstrated proficiency/success in leveraging and working with community resources.
- Experience in utilizing data management software.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem-solving, and organizations skills.
- Proficient in Microsoft Office, especially spreadsheets, databases and reporting tools.

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 of IL that an accommodation is needed.

Job Type: Full-time