



INTAKE SPECIALIST

About Us: Volunteers of America is a national, faith-based nonprofit organization founded over 125 years ago. VOA Illinois is one of the oldest affiliates of the Volunteers of America family delivering strength-based trauma-informed, gender-responsive and culturally sensitive programs and services at the highest standards of excellence to our clients. We have never stopped reinventing our services and we continue to innovate based on our communities' evolving needs. VOA Illinois, a certified "Great Place to Work," fosters an organizational culture focused on faith, innovation and collaboration. Year after year VOA IL expands and promotes from within, holding a workforce with over 50% having experienced promotion. Check out our careers page to find more opportunities at [PAYCOMONLINE.NET](https://www.paycomonline.net).

Position Type: This is a Full-time, in-office position and requires a 40-hour week on average. May include occasional weekend and/or evening hours as assigned.

Environment: Physical demands include sedentary work, operating a computer and other office productivity machinery with frequent communication with clients and colleagues of VOA Illinois and others involved in the care and custody of clients. The individual hired must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle if necessary and transport clients in the community.

Core Competencies: To perform this job successfully, an individual **must** be able to meet or exceed the following;

- Drive engagement and communication with clients that embodies empathy, patience and emotional intelligence.
- Advocate for clients using active listening to determine resources and meet various needs.
- Collaborate with VOA colleagues, outside organizations or vendors, etc. to connect clients and obtain necessary resources.
- Display discipline in managing time and attention to assigned caseload, tasks or projects.
- Exercise prudent stewardship of agency resources.
- Exhibit cultural competence while serving clients of diverse backgrounds and commit to expanding knowledge and understanding of different communities and people groups.
- Demonstrate ethical and professional behavior at all times.
- Engage with trauma-informed care approach and practice principles.
- Recognize and display ability to de-escalate and resolve conflict as necessary.

Program Overview: Support Services for Veteran Families (SSVF) is a comprehensive program for Veterans who are struggling in crisis or at risk of serious instability in their lives. The program provides Veterans with the support, resources and hope they need to successfully win "the war at home" and achieve their full potential in all areas of their life, by working on a personalized service plan with our Veteran Services team. Our team offers a full continuum of

supportive services and interventions that are individually tailored to meet the unique needs of each Veteran.

Essential Functions: The Intake Specialist 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. The Intake Specialist 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.

- 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.

Education and Experience:

1. 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 of 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).
2. Experience in counseling, crisis intervention, substance abuse/mental health issues, and

- familiarity with community resources is essential.
3. Must possess a valid State of Illinois driver's license.
 4. 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.

Compensation and Benefits: Base Salary Range: \$46,000 - \$55,000

- BCBS IL Medical Dental, Vision
- 403b/403b Matching
- Paid-Time Off
- Life Insurance
- PSLF
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA) / Health Savings Account (HSA)
- Referral program
- AFLAC Supplemental Insurance options

EEOC Statement

VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, persons with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.

VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.