

**Position:**

SSVF Intake Assessment Coordinator

Reports to: Intake/Assessment Supervisor

**FLSA Status:** Exempt

**Full or Part-time:** Full - time

**Summary:**

A full-time position conducting comprehensive assessments for veterans and their families who are homeless or at risk of being homeless. The SSVF Intake Assessment Coordinator determines the eligibility of veteran applicants for admission into the SSVF Program by conducting interactive interviewing, fact-finding, and data collection. Provide initial case management during assessments while maintaining current knowledge of SSVF Program guidelines and procedures necessary for veteran program enrollments and caseload administration by Program Supervisor(s).

**Primary Responsibilities:**

- Complete assessment packets and additional forms as needed to support veterans with program enrollment.
- Collect eligibility documentation and information, required to identify barriers, and needs to make appropriate referrals for health, social, and/or employment services.
- Complete entire assessment packet highlighting the client's needs before submitting to Supervisor for program certification.
- Responsible for reviewing applicants' documents to verify their eligibility for qualifying for various organization programs.
- Organize files accurately, communicate with other institutions for fact-checking, follow-up with the veteran applicant for missing requirements, respond to the veteran applicants' inquiries and concerns, and recommend alternatives, especially for financial assistance.
- Have excellent communication and record-keeping skills and extensive knowledge of the aid programs and SSVF policies for processing applications.
- Coordinates referrals to other service providers for ineligible applicants.
- Utilizes appropriate community resources to meet veteran/family needs
- Be the first point of contact for all potential veterans in the SSVF program, assisting them with all required paperwork and forms to be eligible for the program services.
- As needed, acts as case manager in preparing client assessments to collect information which includes financial, employment, housing, educational, and health information
- Documents service delivery accurately and timely in HMIS either in real time or within 48 hours of activity, including monitoring and documenting



the progress of veteran and outcomes.

- Ensures and maintains participant's confidentiality.
- Develop relationships with community providers of veteran services in attaining services such as mental and physical care, financial assistance, legal advocacy, etc.
- Assist veterans in obtaining VA and other mainstream benefits.
- Participates in all appropriate staff, supervision, and training meetings.
- Participates in coordinated entry-assigned duties.
- Assumes other duties as assigned by the Intake/Assessor Supervisor, SSVF Program Director, or Assistant Director.
- Perform related work as required
- Provision of additional training as needed

Education and Experience:

- High School Diploma required, Bachelor's preferred.
- 2 plus years of human service or case management experience.
- Effective verbal and written communication skills.
- Ability to effectively resolve conflict and cope with crisis situations.
- Must possess a valid GA driver's license, with a good driving record.
- Must be 21 years of age or older

**Signature.** \_\_\_\_\_ **Date:** \_\_\_\_\_