

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Homeless Services Intake Coordinator**

**Department: Economic Development**

**Pay Grade: GS.09**

**Supervision Received From: Dir. Homeless Initiative**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 8/02/22**

**Revision Dates: 4/2/25;**

**11/22/24; 10/20/23; 7/13/23**

### **CLASSIFICATION SUMMARY:**

The Intake Specialist will be responsible for triaging all inquiries and referrals for service made to the Homeless Services Division. Incumbents in this classification are responsible for running basic office functions for the Homeless Program as well as finding homeless individuals and families by meeting them on the streets, in camps, and other remote areas of the city, building a relationship with them), and assisting them in finding permanent housing.

### **SERIES LEVEL:**

The Homeless Services Intake Coordinator is a stand-alone position.

### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Evaluates, approves and makes recommendations for community referrals to OHS and education initiatives throughout the community. Must prioritize and assign clients to housing units.

Be the main point of contact for outside agencies and City departments making a referral for services. Returns phone calls and emails within 1-2 business days of initial contact.

Manage ongoing partnerships to work through barriers, recognize innovative opportunities, provide recommendations to leadership for system-wide decision making.

Possesses extensive knowledge of community resources and program requirements and methods for referral to those resources and partner agencies.

Interview and assess all referrals and direct contacts for services based on eligibility for services from the Homeless Services Division.

Makes appropriate referrals for assistance that best meets their needs to partner agencies as needed.

Able to triage cases and assess for emergency situations.

Prepares weekly report for Program Coordinator detailing trends in call volume and community needs.

Flags developing community concerns around homelessness for Program Manager.

Be available on nights and weekends to respond to clients in crises and provide necessary interventions by making crisis intervention decisions on how to prioritize the needs of the clients.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

#### DEPARTMENT SPECIFIC DUTIES (if any):

#### MINIMUM QUALIFICATIONS:

Bachelor's Degree in Social Work, Psychology, Counseling, or related field. Two (2) years' experiences engaging with clients of diverse backgrounds and needs. Knowledge of community resources to meet various needs.

Prefer experience working with the homeless population. Or any combination of equivalent experience and education.

#### KNOWLEDGE & SKILLS:

Experience working with clients struggling with addiction and/or untreated illness. Knowledge of motivational interviewing and practices: working with persons in crisis situations; local homeless service providers and resources for homeless individuals.

**PHYSICAL DEMANDS:** Positions in this class typically require standing, walking, fingering, talking, hearing, seeing and repetitive motions.

**WORK ENVIRONMENT:** Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.