

Maui Economic Opportunity, Inc.

Job Description



Job Title: Outreach/Intake Worker
Department: Community Services
Reports To: Director
FLSA Status: Nonexempt-Hourly
Prepared Date: April 2013
Updated: April 2021

SUMMARY:

Conduct outreach and interviews, complete intake forms, collect and verify documents and determine eligibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conduct outreach to identify eligible households.
- Interview clients and collect information and documentation to determine program eligibility.
- Refer clients to appropriate government or community resources and other organizations as needed.
- Assist clients in the completion of application forms and verifying required documents.
- Review intake forms and verify information against supporting documents.
- Create files and ensure of its accuracy and completeness.
- Follow up on missing documents and information.
- Generate denial letters as required.
- Generate reports as needed.
- Assist with general clerical functions to support the LIHEAP.
- Gather and assemble material and data required for data entry.
- Maintain open communication with staff and clients.
- Provide and maintain a high level of service ensuring that staff and client's needs are met.
- Understand and follow all safety policies and procedures.
- Work varied shifts.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- May input client and supporting document information into the database.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

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

- Working knowledge nonprofit social service agencies and available community resources.
- Working knowledge of conducting outreach and completing intake forms.
- Working knowledge of interviewing techniques and public relations.
- Ability to establish working relationships with community partners.
- Ability to work independently with minimal supervision.

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- Excellent interpersonal skills, which include, written, verbal and listening.
- Cooperative team player and a desire to help others.
- Working knowledge of computer applications including desktop applications and data entry.
- Basic typing skills and the ability to use standard office machines.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time and meet deadlines and prioritize workload.
- Ability to work varied shifts, which may include evenings and weekends.

EDUCATION and/or EXPERIENCE:

- Associates degree in a related field; or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read and interpret procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information in one-on-one situations to other employees of the organization.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

REASONING ABILITY:

- Ability to apply sound judgment to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to interact, relate, and have compassion for persons with mental and/or physical disabilities and those who are less fortunate.
- Ability handle and keep composure in situations where employees, clients may become hostile and demanding.
- Performs well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to reach with hands and arms.
- Regularly lifts and/or moves up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions.
- The noise level in the work environment is usually moderate.