



JOB ANNOUNCEMENT

FSC ELIGIBILITY INTAKE SPECIALIST

Bresee's mission is to battle poverty by empowering youth and families in Los Angeles with the skills, resources, and relationships to thrive. We serve a densely populated mostly immigrant Los Angeles neighborhood where youth and their families face multiple systemic and individual barriers to achieving success. Bresee strives to create an exciting, challenging, and rewarding work environment that allows our employees to flourish. We value integrity, community, resilience, life-long learning, and compassion.

SUMMARY: Reporting to the Director of Family Support Services (FSC), the FSC Eligibility Intake Specialist provides advocacy and support services for low-income youth and families as part of the Wilshire Family Source Center. The aim of the Eligibility Intake Specialist is to provide emergency assistance to pre-qualified families from **January to June 2022**. The Eligibility Intake Specialist will engage approximately 40 families daily, checking eligibility and collecting vital information for the project.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES:

- Coordinate emergency assistance to a minimum of 40, pre-qualified families daily
- Conduct initial interview to determine eligibility for universal or case management services.
- Verify all documentation and submit to platforms in timely manner
- Input and update case notes on BitFocus – HCIDLA system
- Work closely with Housing Stability Manager on housing opportunities
- Work with tax preparation, immigration, and housing partners to execute
- Provide referral services and emergency support services (food, shelter, transportation, LHEAP) as needed.
- Ensure case managed youth and families are linked to appropriate programs at Bresee, including academics, college prep, ESL classes, and financial literacy, to achieve youth and adult outcomes and provide wraparound services.
- Participate in weekly meetings with FSC Director to debrief progress on case load and troubleshoot challenges that arise.
- Maintain accurate records in Bresee and program-specific client databases and provide documentation and/or prepare periodic program reports as required.
- Participate in FSC team meetings and events, staff meetings, and other Bresee, collaborative partner or community meetings as requested.
- Assist with Bresee activities and events as requested.

EDUCATION/EXPERIENCE/QUALIFICATIONS:

- Must hold Bachelor's degree from an accredited college or university.
- Must be bilingual in Spanish and/or Korean, proficient in speaking, writing, and reading.
- Knowledgeable and/or certified on financial coaching
- Demonstrate computer competency with Microsoft Office tools including Word, Excel, PowerPoint;

Google applications and email applications; and database systems.

- Have experience working with urban youth and families, demonstrate sensitivity to multicultural issues, and be comfortable working in multi-cultural, urban environment.
- Minimum one-years working in nonprofit social service agency.
- Must have excellent English verbal and written communication skills.
- Must have outstanding teamwork, interpersonal relationship, and active listening skills.
- Must possess excellent customer service skills, including the performance of duties in a tactful and professional manner.
- Must have good organizational and time management skills.
- Able to set priorities and organize daily workload to meet deadlines, program goals, and requirements,
- Be highly organized, with attention to detail and accuracy.
- Able to efficiently process multiple projects at a time without sacrificing the quality of work.
- Demonstrate flexibility when new assignments or changes are introduced.
- Able to work independently but also function effectively as part of a team.
- Able to follow directions and work well with others.
- Be self-motivated, reliable, and function as an active team player.
- Be a collaborative problem solver.
- Able to take initiative with minimal supervision.
- Able to exercise good judgment, discretion, and confidentiality when interacting with clients.
- Able to clearly articulate Bresee's message and program-specific information.
- Must support Bresee's procedures and policies.
- Must follow program-specific requirements and policies.
- Must submit to and successfully pass a criminal history background check.
- Must understand and support Foundation's *Vision, Mission, and Values Statement*.

FLSA STATUS: Non-Exempt, Temporary Full-Time Position. Ends March 2022. Occasional weekend and evening hours will be necessary. Hours of operation are generally from 8:30am to 5:30pm.

WORKING LOCATION: Location is based on a percentage of where work time is spent. In office 100%.

COMPENSATION: \$19.00/hr.

BENEFITS: Bresee provides generous PTO days that include paid holidays, one-week Christmas Holiday, vacation, sick pay, paid birthday holiday, and much more.

TO APPLY: Submit a cover letter, resume, and writing sample (not to exceed 1 page) to jobs@bresee.org with the Subject Line: FSC ERAP Intake Specialist.

DACA, women, BIPOC, LGBTQIA+ people are encouraged to apply.

Bresee is an equal opportunity employer committed to a diverse and inclusive workforce. In addition, the organization will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring.