



JOB ANNOUNCEMENT ULA 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 Services, the FSC United To House LA (ULA) Eligibility Intake Specialist will provide support in submitting an application for a one-time, unconditional direct financial assistance to stabilize the livelihoods of very low-income renter households containing a senior and/or person with a disability who are at-risk of homelessness. The ULA Program aims to increase the overall stability of vulnerable households, ensuring they can meet basic needs such as housing, food, transportation, and healthcare. The FSC-ULA Eligibility Intake Specialist will also be responsible for assessing further FSC eligibility if the client is interested in additional resources.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES:

- Distribute program information and conduct community outreach
- Assist with in-person and in-language application support using the FORWARD platform by securing and uploading all required eligibility documents
- Ensure that all files are legible and complete; poor-quality documentation can cause significant delays in the applicant selection process.
- Responsible for directly referring participants to Legal Aid Foundation of Los Angeles (LAFLA) for in-depth legal counseling.
- Support with enrolling clients through the intake process and addressing questions about the FSC services
- Pre-screen for public benefits through the Amplifi-Benefits Navigator Program
- Input all data on Salesforce system in a timely manner
- Maintain accurate records in Bresee and program-specific client databases and provide documentation and/or prepare periodic program reports as required.
- Provide referral and emergency support services (food, housing, financial coaching, immigration assistance, tax preparation, transportation, and more) as needed.
- Ensure families are linked to appropriate programs at Bresee by providing wraparound services.
- Participate in bi-weekly meetings with the Senior Case Manager to debrief on caseload progress and troubleshoot challenges as they arise.
- Participate in FSC team meetings, All staff meetings, and other Bresee collaborative meetings as requested.
- Assist with Bresee activities and events as requested.
- Assist with FSC's weekly food distribution

EDUCATION/EXPERIENCE/QUALIFICATIONS:

- Must hold a minimum AA degree from an accredited college or university.
- Minimum of two years of experience providing clerical and/or eligibility support.

- Must be bilingual in Spanish and/or Korean and proficient in speaking, writing, and reading.
- Knowledgeable and/or certified in financial coaching
- Demonstrate computer competency with Microsoft Office tools, including Word, Excel, and 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 a multicultural, urban environment.
- Minimum one year of experience working in a nonprofit social service agency.
- Must have excellent English verbal and written communication skills.
- Must have outstanding teamwork, interpersonal relationships, 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 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 the Foundation's *Vision, Mission, and Values Statement*.

FLSA STATUS: Non-Exempt. Regular. Full-time. Weekend and evening hours will be necessary.

COMPENSATION: \$25.00

WORKING LOCATION: On-site.

BENEFITS: Bresee offers competitive Employee Benefits to our Regular Full-Time Employees. We provide health insurance, dental insurance, a voluntary vision plan, employer-sponsored life insurance, an Employee Assistance Program, and a Travel Assistance Program. We also provide generous PTO, including paid holidays, vacation, sick pay, a paid birthday holiday, a potential 401(k) match, and more.

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