



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 Hollywood Family Source Center.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES:

- Conduct intake assessments with individuals and families seeking assistance with family services programs.
- Gather information from clients to determine their eligibility for specific programs and services.
- Provide support and guidance to clients throughout the intake process, addressing any questions or concerns they may have.
- Collaborate with other team members to ensure a smooth transition for clients into appropriate programs.
- Enroll youth and families in the FSC program and pre-screen for social services assistance through Your Benefits Now Program.
- Input all data on BitFocus 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.
- Proficiently utilize online data management platforms with efficiency and accuracy.
- Provide direct, in-person client service to potential recipients of supportive services.
- Thoughtfully assess and refer participants to applicable services.
- Assist in the development and implementation of intake processes and procedures to improve efficiency and client satisfaction.
- Create detailed case notes of the client's situation and aspirations of each person/family.
- Distribute available goods and resources to community members according to the directives and guidelines.
- Work closely with Housing Stability Manager on housing opportunities
- Work closely with Financial Coach on referring clients for financial coaching
- Work with tax preparation, immigration, and housing partners
- Provide referral services and emergency support services (food, shelter, transportation, LHEAP) as needed.
- Ensure 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 caseload and troubleshoot challenges that arise.
- 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 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 working in a 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 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. Regular. Full-time. Occasional weekend and evening hours will be necessary.

COMPENSATION: \$22/hr.

WORKING LOCATION: Location is based on a percentage of where work time is spent. In office 95%, out of office 5%.

BENEFITS: Benefits include medical and dental coverage; vacation, holiday, and sick pay; group life insurance and 401k type pension plan. Bresee provides generous PTO days that include paid holidays, one-week Christmas holidays, vacation, sick pay, paid birthday holidays, 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: Eligibility 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.