

JOB DESCRIPTION

Title: Family Intake Coordinator
Reports to: Director of Programs
Classification: Non-Exempt, Hourly
Hours: Full-Time
Hiring Range: \$35,000-50,000, depending on education and experience
Work Week: Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR PAYROLL)
Location: North Charleston, South Carolina

Organizational Background

HALOS, founded in 1997 and incorporated in 2003, is a growing nonprofit organization that serves grandparents, relatives and family friends who are raising children to keep them with family in the Lowcountry region of South Carolina. HALOS meets the needs of kinship families through a variety of supports, programming, and initiatives.

Position Summary

The Family Intake Coordinator is the initial point of contact for kinship families seeking specialized services through HALOS (or through the statewide Kinship SC hotline). This position provides case management and referrals for services for kinship families, where the child(ren) have been placed in the care of a relative or fictive kin. The Family Intake Coordinator conducts assessments and coordinates resources for caregivers and families to support the stability, safety and well-being of children living in kinship care.

Essential Functions of Position

Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Per the Navigator Model, provide intake level services to any kinship family
- Receive and review all referrals to HALOS to ensure required information is included and completed while maintaining accurate referral records
- Make contact with referred families within the time frame established by the program model
- During an assigned shift, have the ability to manage phone calls, emails, walk-ins, appointments, and scheduled follow-ups
- Demonstrate a strong understanding of all resources available to kinship families, develop an understanding of the difference between types of kinship families (formal, informal, diversion)
- Obtain necessary consents and other forms; assess families using approved assessment tools; schedule intake appointments
- Maintain detailed records by creating and reviewing case notes, logging events and processes using approved tools
- Process and manage the ordering of kinship critical goods for the Programs Department
- Regularly staff cases with the program department to conduct fidelity checks and share performance feedback
- Ensure families are supported as they work their case plan, including providing support for classes
- Maintain positive and professional relationships with community partners (such as DSS, family court, etc.) and follow up regularly and respectfully with partners; ensure key referral sources have up-to-date referral information
- Attend community partner and outreach events as scheduled
- Assist with planning and attend family events for kinship families as scheduled

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- Participate in other HALOS initiatives, as requested and as time and interest allow

Qualifications

Minimum Qualifications

- Bachelor's degree from an accredited university or college
- At least 1-2 years of relevant experience in nonprofit fundraising, nonprofit accreditation, and/or nonprofit operations support
- Excellent communication, organization, problem solving, time management, and follow-up skills
- A compassionate and non-judgmental approach in communication with adults and children of all backgrounds and experiences; approaches families from a trauma-informed framework
- Ability to problem solve, engage quickly and effectively with written materials, and demonstrate a strong attention to detail
- Mobility to work in a typical office setting and use standard office equipment as well as the stamina to remain seated and maintain concentration for an extended period of time
- Vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone

Desirable Qualifications

- Strong working knowledge of child welfare and kinship care issues and/or social work training
- Lived experience with kinship care or foster care
- Bilingual in English and Spanish
- Creative problem solver with exception attention to detail in documentation
- Conflict resolution skills
- Experience with Microsoft Office/365 tools, Salesforce, other databases

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

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26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

HALOS is an equal opportunity employer and does not discriminate against persons because of age, race, color, creed, religion, disability, gender, sexual orientation, ethnic or national origin, or veteran status. HALOS prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with a disability.

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