

# Champaign County Regional Planning Commission

## POSITION DESCRIPTION

**Position Title:** Community Services Intern-Emergency Shelter for Families (ESF)/ Centralized Intake (CI)

**Reports To:** Shelter Coordinator

**Supervises:** None

**FLSA Status:** N/A – Unpaid Internship

**Pay Grade:** N/A

### **General Duties:**

The Community Services Intern will work with the Shelter Coordinator and/or Case Managers to provide delivery of ESF and CI Program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values. The intern will assist with client file creation and maintenance; caseload connection follow-up; work with the team to ensure up to date program information is available throughout the county.

### **Specific Duties and Responsibilities:**

- Assist and works with Shelter Coordinator to ensure that the shelter is maintained in a healthy, safe and sanitary manner.
- Assist with coverage of the Centralized Intake for Homeless walk-in appointments including prescreening potential clients, scheduling intake appointments, and returning emails regarding Emergency Shelter for Families and Centralized Intake.
- Assist clients seeking Centralized Intake for Homeless to obtain necessary homeless verifications and disability verifications.
- Support clients in establishing email accounts to maintain communication.
- Provide clients education and support regarding the homeless services delivery system.
- Work in partnership with case managers who oversee all client services.
- Complete intake assessments at walk-in sites.

- Assist with intake paperwork and filing.
- Document all service provision within 48 hours of service/contact.
- Assisting families with their individual service plans assignments as necessary, which may include accompanying clients to appointments within the agency or other community agencies, resources, etc.
- Assist with preparation and distribution of information and flyers to partnering agencies.
- Keep up to date information on all collaborating partners.
- Other duties as assigned.

### **Required Knowledge, Skills, Characteristics and Abilities:**

- Ability to pass criminal background check.
- Interest in working with youth and families.
- Valid driver's license.
- Ability to follow program procedures while adjusting work style to meet the individual needs of cliental.
- Ability to work productively even with distractions shifting focus as needed, and adaptable to change.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, concepts, and values of CCRPC and implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to hold phone conversations discreetly in open area.
- Ability to follow written and oral instructions with minimum supervision, and communicate effectively via email, phone, and face to face.
- Ability to complete accurate documentation in a timely manner.
- Ability to function professionally and effectively in stressful situations.
- Ability to work individually and as a team member.
- Ability to organize and prioritize work efficiently to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly and on time to perform duties and responsibilities.
- Computer skills necessary to complete case documentation, data entry, research, and timesheets.

## Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, trainings, service deliveries, and other work related sites
- Sit/stand at a desk 85% of the workweek
- Lift and carry equipment necessary to complete work, approximately 40 pounds

## Competencies:

- Cultural competency
- Mandated Reporting
- Professional Communication
- Ethical Conduct
- Time Management

## Work Environment:

- Some work will be conducted over the phone and via email.
- Some travel within Champaign County.
- Frequent near-vision use for reading and computer work

## Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Intern/Student \_\_\_\_\_

Date \_\_\_\_\_

Approved 8/19/2019