

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Shelter Intake Assistant
Reports To:	Program Manager, Coordinator, and/or Director
Supervises:	None
FLSA Status:	Non-Exempt
Pay Grade:	1

Summary/Objective:

- Delivery of assigned services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Responsible for intake paperwork and data collection for persons entering emergency shelter services.

Required Knowledge, Skills, and Abilities:

- High school diploma/G.E.D.
- Background in customer services and human services preferred.
- Ability to complete timely and accurate data entry.
- Ability to follow program procedures.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to attend program meetings and/or training as required
- Ability to work a flexible schedule to accommodate special projects as needed.

Essential Functions:

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

- Sit/stand at a desk 80% of work time
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Specific Duties and Responsibilities:

- Meets individually with each person who is sheltered at the emergency shelter to collect HUD required data elements to support client level data entry in the Homeless Information Management System (HMIS).
- Advises participants regarding how their personal information will be used.
- Completes required releases of information.
- Assists shelter staff with reviewing shelter intake paperwork with shelter participants.
- Communicates with direct care staff to obtain information to address missing data elements and support improved data collection efforts.
- Meets no less than monthly with program supervisory staff to review data quality and formulate quality improvement initiatives.
- Attend training as required by supervisor.
- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Reports to worksite and fulfills work shifts as scheduled.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as required.

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.

- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of [planning](#) and exercising [conscious](#) control of time spent on specific activities, especially to increase [effectiveness](#), [efficiency](#), and [productivity](#). It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Work will be performed in an emergency shelter involving many distractions.
- Frequent near-vision use for reading and computer work
- Work will be conducted in late evening.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “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.

Signature of Employee_____

Date_____

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