



Cincinnati-Hamilton County Community Action Agency

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JOB DESCRIPTION

POSITION TITLE: Intake Worker

FLSA STATUS: Non-Exempt

DIVISION: Head Start

PAY GRADE: 5

HIRING RANGE: \$11.80 - \$14.45 per hour

WORK HOURS: 8:00 a.m. – 5:00 p.m., 80 bi-weekly, requires evenings and weekends

LOCATION: Cincinnati-Hamilton County Community Action Agency (C-HCCAA)
1740 Langdon Farm Road, Cincinnati, Ohio 45237

POSITION SUMMARY:

Assists in the operation of a computerized system for information referral, recruitment and enrollment to ensure compliances as set forth in Head Start Performance Standards, federal, state, and local laws and regulations, and CAA policies.

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Assists in the execution and monitoring of the Grantee Recruitment/Promotional plan and analysis of recruitment yield and identification of populations and areas for recruitment.
2. Assists in the monitoring and administration of computerized system for information and referral, recruitment, and enrollment for Head Start children.
3. Coordinates with Family and Community Partnership to administer and monitor the CAA-Head Start intake and placement procedure.
4. Assists in quarterly Child Plus Training.
5. Assists with providing input and solutions to develop, monitor, and revise the agency's ERSEA systems polices and procedures and automating processes to enhance efficiency.
6. Assists in the coordination of promotional efforts related to enrollment of Head Start children.
7. Provides intake support with high quality service and confidentiality for Head Start children and families.
8. Maintain a level of good work attendance.
9. Assists in preparation and distribution of timely tracking and reports regarding ERSEA.
10. Assists in maintaining communication with parents and families in regards to ERSEA, compliance, etc.
11. Assists in development and implementation of systems for incoming calls and referrals.
12. Maintains a good level of attendance.

This list of job functions contains the essential functions of the job only.
Other duties may be assigned as necessary.

QUALIFICATIONS AND REQUIREMENTS:

The incumbent must have:

1. Associates degree in Human Services or a related field from an accredited college or university.
2. One (1) year of customer service experience.
3. Ability to effectively communicate with community stakeholders and executives.

QUALIFICATIONS AND REQUIREMENTS (cont'd):

The incumbent must have:

4. Proficient computer experience in Microsoft Office applications.
5. Demonstrated knowledge of Head Start service delivery.
6. Experience working with diverse populations, including low to moderate-income families.
7. Ability to multi-task and prioritize duties required.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job with or without reasonable accommodations.

Work environment:

A typical office environment, with minimal exposure to excessive noise or adverse environmental issues.

Physical demands:

Ability to meet the following physical requirements with or without reasonable accommodation:

- a. Use hands to manipulate, handle, feel, and control items or equipment;
- b. Talk and hear;
- c. See and be able to read, write, and interpret written documents;
- d. Lift and move objects weighing up to 15 pounds.

ORGANIZATIONAL STRUCTURE:

Reports to: Program Recruiter

Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.