

GCCARD INTAKE/ OUTREACH SPECIALIST

GENERAL STATEMENT OF DUTIES: Performs highly responsible clerical duties which entail accepting and reviewing applications to determine eligibility for housing related programs and emergency/support services for income qualifying residents; coordinates the flow of services to eligible clients; works under direct supervision; performs related duties as required.

STATEMENT OF TASKS:

Accepts and reviews applications for GCCARD program services;
Utilizes established criteria to determine eligibility and verifies with appropriate documentation;
Answers the telephone and provides general information from the public on a variety of matters;
Contact/interact with the public for eligibility assessment and delivery of department services;
Utilizes computer terminals and word processing equipment for data input, data retrieval and word processing;
Prepares and maintains program files assuring accuracy and completeness;
Provides monitoring services between clients, contractors/vendors and the program;
Provide support to community members to promote self-sufficiency through a range of services;
Assists with the preparation of reports and data for local, state and federal grants;
Assists with outreach and marketing of GCCARD programs;
Participates in community outreach events;
Conducts training programs;
Provides technical assistance and training to clerical staff as needed.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of GCCARD programs;
Ability to communicate effectively orally and in writing;
Ability to coordinate the work activities of other employees;
Ability to prepare and maintain required records and reports;
Ability to maintain good interpersonal relationships;
Ability to understand cultural competencies;
Ability to work independently, collaboratively, and respectfully in a complex, multicultural work environment that values diversity, equity and inclusion;
Ability to attend work regularly and work under stressful conditions.

MINIMUM QUALIFICATIONS:

One (1) year experience in GCCARD performing intake/outreach application activities;

-OR-

Two (2) years' experience performing client assistance in a human service agency, public health setting or related field;

-OR-

Sixty (60) semester credit hours with at least twelve (12) semester hours in social work, psychology, sociology, public health or related field.



Human Resources Director

Established: July 26, 1999
Revised: October 31, 2008
March 2024