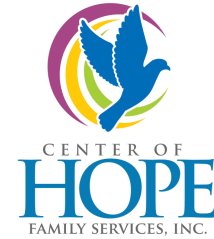


CENTER OF HOPE FAMILY SERVICES

# INTAKE & ENROLLMENT SPECIALIST NOW HIRING!



## OPPORTUNITY DETAILS

<b>TITLE</b>	Intake & Enrollment Specialist
<b>AVAILABLE</b>	Available Now
<b>HOURS</b>	8:30am - 4:30pm, M-F
<b>LOCATION</b>	Toledo

Center of Hope Family Services, Inc. is a 501(c)(3) nonprofit corporation founded in 1997. Our mission is to improve the life outcomes of adults, children and families in urban settings.

## POSITION SUMMARY

Recruits and enrolls adults who are seeking employment, parent support/education, support navigating juvenile justice / child support / child welfare systems

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Recruit, screen participants for COHFS Adult Family Programs enrollment
- Determine if participants meet eligibility requirements
- Participate in Monthly Parent Events, collecting necessary eligibility & attendance reports
- Provide welcoming and professional customer service
- Maintain and submit accurate records and reports as requested
- Exercise independent judgment and discretion consistent with responsibilities
- Other duties and responsibilities as directed by supervisors

## POSITION REQUIREMENTS & QUALIFICATIONS

### EDUCATION

- Required High school diploma or general equivalency diploma (GED)
- Bachelor's degree or equivalent in Education, Social Work and/or related fields, such as Criminal Justice or JD preferred

### EXPERIENCE

- One to three years experience working with children and / or adults preferred
- MS Office and Data Management Proficiency preferred

### BACKGROUND

- Must be able to pass state and national background checks

## ABOUT THE EMPOWER! FAMILY NAVIGATOR PROGRAM

Center of Hope Family Services (COHFS) supports families and individuals impacted by the criminal justice and child welfare systems, providing vital linkages to mental health and substance abuse recovery programs, legal and education support, and transitional services. From helping families to understand and navigate the court system to providing family education, EMPOWER! Family Navigator program improves life outcomes for individuals and families and provides support during a difficult life passage and results in better communities for all.



EMAIL RESUME TO APPLY

[smarvin@cohfs.org](mailto:smarvin@cohfs.org)

## DAILY ACTIVITIES & RESPONSIBILITIES

### ENVIRONMENT

- Provide a welcoming environment for individuals to visit. Sanitize all flat surfaces, vacuum, remove any trash/debris daily to ensure that the environment shall be free of dirt, debris, boxes, storage receptacles, and any other items that do not support client services. The space shall look and smell inviting.
- Ensure that the office is stocked with cleaning supplies, tissues, snacks/beverages, and other items/supplies that welcome clients and support their progress toward program goals. Send supplies requests to the Program Coordinator.
- Engage in professional, thoughtful, and welcoming conversations and actions that advance the agency's mission and values, and uplift the dignity and worth of clients, staff, partners, and the community as a whole.

### BRAND AMBASSADOR — ALL EMPLOYEES

- Serve as an example in matters of appearance, attitude and performance
- in a manner that best serves the organization
- Become familiar with the organization's vision, mission and values
- Promote the organization's vision, mission and values
- Have an understanding of the organization's programs and services
- Understand the organization's brand messages
- Understand one's unique role and contribution
- Celebrate positive change at every level
- Be intentional and responsive
- Work from strengths

### DIRECT PROGRAM SERVICES — INTAKE/ELIGIBILITY SPECIALIST

- Recruit 10 new family navigator clients, who meet all eligibility criteria each month
- Screen qualifying clients, verifying eligibility according to grant guidelines
- Support individuals in completing all required intake documents
- Submit completed intake documents to program coordinator
- At the direction of the supervisor, connect clients to relevant social services/community resources, including but not limited to: employment, housing, health care including substance abuse and/or alcohol abuse, economic self-sufficiency, crisis intervention and interpersonal relationships to assist participants and their families meet their basic needs.
- At the direction of the supervisor, develop and monitor individualized plans that clearly documents the participant's goals, addresses barriers, people responsible, expected outcomes, and time frames established.

### DIRECT PROGRAM SERVICES — MONTHLY PARENT MEETINGS

- Recruit and screen a minimum of 5 qualifying clients for each monthly session, using an average attendance per session. Submit names to the Program Coordinator
- Set up, assemble, and distribute food prep kits prior to the start of class
- Ensure that clients understand program expectations and instructions
- Clean program site at the end of class
- Other duties as assigned by supervisor

 EMAIL RESUME TO APPLY  
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