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**Position Title**: Lead Intake Specialist

**Organization**: Jewish Family Service of San Diego

**Position Type**: Full-time, non- exempt (37.50 hours per week)

**Salary:** $23-25/Hour

**Standardized Benefits**: Benefits for this position include a 401(k) plan, medical, dental and vision coverage, flexible spending accounts, life insurance and generous holiday benefits.

**Position Overview**

The Lead Intake Specialist coordinates responses to inquiries for services at Jewish Family Service of San Diego, and is a member of the Intake team and the Family and Community Services division.

**Essential Duties and Responsibilities:** Under the supervision of the Senior Director of Family and Community Services, the Lead Intake Specialist:

* Responds to phone call and walk-in requests for services, assessing each situation, identifying high risk issues, scheduling counseling appointments, and providing appropriate internal and external referrals.
* Is responsible for recruitment, training, scheduling, and daily supervision of the Intake specialist staff.
* Ensures that Intake staff complete all required documentation of service delivery in a timely manner and comply with HIPAA regulations.
* Meets with staff from other JFS programs and may conduct outreach to external resources to ensure that referral information is up to date.
* Writes reports regarding demographics and numbers of clients served.

**Minimum Desired Education and Experience:**

* Bachelor’s degree in a human service field.
* Experience in working with individuals in crisis.
* Ability to offer professional and friendly service in a fast-paced environment.
* Minimum of one year customer service experience
* Experience in supervising staff, interns and/or volunteers.
* Familiar with local social service resources.
* Experience working with client databases.
* Able to work occasional evenings, to accommodate clients’ schedules.
* Bilingual (English/Spanish) preferred but not required.

# Contact Information

To be considered, please email your resume, cover letter (including salary requirement) to resume4321@jfssd.org. Be sure to include the position title in the subject line. Please, principals only, and no follow-up phone calls or emails.

# About Jewish Family Service of San Diego

Jewish Family Service of San Diego is a client-centered, impact-driven organization working to build a stronger, more resilient community. For nearly 100 years, Jewish Family Service has been a trusted resource for the entire community, offering an array of services that are always life-changing, and often life-saving. At Jewish Family Service, we believe our employees are the backbone of our agency. Our goal is your success. Come work at JFS and be our partner in *Moving Forward Together*. To learn more about JFS, please visit [www.jfssd.org](http://www.jfssd.org).