



125 Corporate Place, Suite A,
 Vallejo, CA 94590
 (707) 644-8909

620 Main Street
 Woodland, CA 95695
 (530) 241-4081

Job Title:	Intake and Referral Specialist	Job Category:	Human Services Temporary, Grant Based
Department/ Group:	Disaster Case Management Program	Travel Required:	Yes
Location:	Vallejo, Solano County Woodland, Yolo County	Reports To:	Program Manager
Position Type:	Full-Time, Non- Exempt (35 hrs/week)	Salary	\$22 -\$25 an hour

Summary: Catholic Charities of Yolo-Solano (hereinafter “CCYS”) provides supportive services to low-income individuals and families in the counties of Yolo and Solano since 1942, offering services that promote human dignity and advance social justice.

NOTE: Not all unique aspects of the job are covered by this job description

Job Description:

The Intake and Referral Specialist will work to provide Intake services to clients seeking Disaster Case Management services. The DCMP provides long-term case management services to survivors of the 2020 LNU Lightning Complex Fire. Individual must be supportive, solution focused and resilient as they assist those effected by the disaster. The intake and referral specialist will work with community partners, businesses, and government agencies to assist individuals and families impacted by the disaster.

Core Duties and Responsibilities:

- Conduct initial screening and assessment using knowledge of triage and tier level assignments for individual survivors and families identified through outreach, walk-ins, and referrals.
- Maintain contact with survivors seeking disaster related services through phone, email, video, conferencing, etc
- Coordinate outreach to areas with large survivor populations in conjunction with local public and private community agencies
- Maintain client intake documentation and forms.
- Establish and maintain positive relationships with individuals and families seeking services.
- Create and maintain the DCMP waitlist of survivors seeking services, ensuring that families with high levels of unmet needs and vulnerable populations receive priority for services.
- Provide support to DCMP staff to ensure families/individuals successfully transition from waitlist to caseload.
- Ensure all client data is current in web-based disaster case management database(s)



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- Maintain absolute confidentiality on all client/survivor information
- Develop a relationship with client families to provide the best advocacy and direction to these families to ensure their reaching self-sufficiency.
- Provide highly skilled and culturally sensitive services to diverse populations.
- Provide crisis intervention to individuals and families facing emergencies around food, shelter, medical, re-construction and other needs as presented by client.
- Utilize knowledge of the resources available at all levels of government (federal, state and local), as well as government and community resources to make appropriate referrals to resolve identified issues.
- Conduct home visits, as necessary.
- Advocates and interacts with other service providers on behalf of participants.
- Ensures complete case files and present case files to Case Manager for review.
- Identify and connect disaster survivors to resources on the local, state, and federal level.
- Reports gaps in services to Case Manager.
- Assist clients in applying for and receiving public and private benefits.
- Attend regular sessions with immediate supervisor.
- Attend CCYS's in-service training and unit meetings as well as any other agency-related activities.
- Complete statistical reports.
- Other duties as assigned by supervisor.

Core Competencies:

- Understands CCYS mission and is responsible, adaptive, resourceful, innovative & solution focused and team oriented.
- Demonstrate a fundamental respect for the dignity of others.
- Understands and values quality improvement, able to effectively address overlapping projects and deadlines. Adaptable and reliable in the face of conflict, crisis, or changing priorities.
- A demonstrated commitment to diversity and inclusion, valuing a diversity of perspectives and encouraging contributions by all team members.
- High analytical abilities to process large amounts of data from multiple sources.
- Ability to prioritize across multiple types of work and coordinate the work of others.
- Actively engages in problem solving; Responds to complaints; Seeks resolution of conflicts. Is organized, efficient, and effective; Sets goals for work tasks; Identifies priority issues; Meets productivity standards.
- Works collaboratively with community partners, staff, and/or the leadership team to encourage and support the accomplishment of goals/tasks/position duties.
- Provide exemplary customer service to both external and internal clients.
- Demonstrates a commitment to learning and improvements; Pursue activities to enhance personal and professional growth for self and others.
- Protects the confidentiality and information/documentation obtained by nature of work.



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Minimum Qualifications

Education & Experience:

Bachelor's Degree preferred with at least three years of progressive work experience in a closely related field (e.g., social work, Community Outreach and Advocacy, In-depth Customer Service) or Associate Degree with five years' experience in related field.

Skills/Knowledge:

- Previous disaster experience strongly preferred.
- Proficient in technology, computer operation, word processing and spreadsheets, specifically using Microsoft Office Suite, and/or Google G-Suite
- Demonstrate high ethical standards.
- Excellent written and oral communication and presentation skills
- Knowledge of social service delivery systems and county and local resources.
- Good organizational, time-management and communication skills. High attention to detail
- Individual must possess the ability to work well independently as well as part of a team.
- Ability to use de-escalation techniques and trauma informed care to work with individuals and families that may be experiencing a crisis.
- Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies. Previous experience assessing and referring individuals to various community resources, a plus.
- Bilingual Spanish/English a plus

Applicants must submit resume, cover letter, and three references to Carolina Estrada, Deputy Director, at jobs@ccyoso.org for consideration.

No Phone calls please.

Position is open until filled.