



# Job Description

<b>Department:</b>	Family Source Center (FSC)	<b>Location:</b>	Panorama City Area
<b>Job Title:</b>	FSC Intake Specialist	<b>Reports to:</b>	FSC Program Manager
<b>Exempt/Non-Exempt:</b>	Non-Exempt	<b>Revision Date:</b>	8/2025
<b>Position Type:</b>	Full-Time (40hrs/week)	<b>JD Approved by:</b>	Tania Fallert
<b>Pay Range</b>	\$22 - \$25	<b>Apply at:</b>	<a href="mailto:Carina.c@ecda.org">Carina.c@ecda.org</a>

## Job Description

### Position Summary

clients into the program and ensuring they are connected to needed services. The Intake Specialist is primarily responsible for assessing eligibility, identifying services needed, and completing the required paperwork required for the program. As part of the Panorama City FamilySource Center, this role is integral to connecting clients to the needed services within the program, agency, or other community organizations. This position requires strong administrative and clerical skills to manage client records and ensure that all information and required documents are tracked and recorded.

The position involves engaging directly with individuals and families to identify their unique challenges, strengths, and resources, with the goal of helping clients thrive. Daily in-person attendance is required.

### Role and Responsibilities

- Screen and assess eligibility of incoming clients
- Complete intake forms and collect necessary documentation to enroll into the program
- Assist in identifying clients (families and youth) who require case management
- Provide referral services to other agencies or programs as needed
- Assist with data entry into required databases after intake completion
- Connects enrolled clients with appropriate staff and/or resources needed
- Develop genuine professional relationships with clients in the program
- Ability to assess crisis issues, consult with supervisor and team, and refer as needed
- Participate as part of a multi-disciplinary team to assist with delivery of comprehensive services to clients
- Completes required documentation, screenings, evaluations, reports, referrals and data entry with accuracy and attention to detail onto specified Agency and FSC record keeping/data systems by required deadlines
- Participate in community outreach events during work week, on evenings and/or weekends as needed
- Participates in FSC team meetings, events, staff meetings, collaborative partner or community meetings and other meetings as requested
- Assist Administrative Assistant with coverage as needed
- Assist with special projects as needed

### Qualifications and Education Requirements

- Bachelor's degree from an accredited institution preferred.
- At least two years of experience providing clerical or eligibility support to vulnerable populations preferred.
- Ability to work effectively with individuals from diverse ethnic and socioeconomic backgrounds.
- Bilingual (English/Spanish) with strong oral and written communication skills.
- Excellent organizational skills, attention to detail, and the ability to work independently while managing multiple tasks.
- Experience working with vulnerable populations, particularly in social services or mental health settings, is preferred.
- Motivated, with the ability to communicate clearly and efficiently, both verbally and in writing.
- Proficient in Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, and other standard software and equipment.



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- Must pass HIPAA certification, Department of Justice, and TB clearance.
- Availability for occasional weekend and evening shifts.
- Must have reliable transportation, a valid California driver’s license, and assume responsibility for vehicle liability.
- Required to work in-person at assigned sites and within the community, including weekdays and some evenings or weekends.
- Provide phone and reception coverage as needed.
- Other duties as assigned.

## Preferred Skills

### Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver’s license and use of personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for client services provided.

The benefits of joining the ECDA team include (If eligible: health insurance, vision, dental, long-term disability, AD&D, life insurance), vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### **Acknowledgment**

By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			



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<b>Physical Demands:</b>			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Demands:</b>			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

*Disclaimer:* The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

**To apply or any questions, please email Carina Campos at [carina.c@ecda.org](mailto:carina.c@ecda.org).**