



Job Description

Department:	Family Source Center (FSC)	Location:	Panorama City Area
Job Title:	FSC Intake Specialist	Reports to:	FSC Program Manager
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	1/2026
Position Type:	Part-Time (20 hrs./week)	JD Approved by:	Tania Del Gatto
Pay Range	\$22 - \$23	Apply at:	Carina.c@ecda.org

Job Description

Position Summary

The FSC Intake Specialist reports to the FSC Program Manager and is responsible for screening, assessing for eligibility, clerical/administrative support, referring clients to appropriate resources within the FSC Program, Agency, or Community to meet their needs. The main task of the Intake Specialist is to enroll clients for services by scheduling the initial intake with designated staff and processing the initial and ongoing paperwork to qualify for services. The Intake Specialist follows up with intake requests and items, oversees ongoing agency paperwork/intake forms, maintains contact with program staff, outside entities/providers, designated resources such as educators, other city, or county entities. As part of the Panorama City Family Source Center, the end goal is to ensure that efficient and sound screening and evaluation measures are conducted and completed with consumers and input into the specified tracking and record keeping system(s). The position will engage individuals and families to uncover their unique challenges and needs as well as their strengths and resources to enable the client to thrive. This position requires in person work attendance. Other duties include fieldwork, phone and reception coverage and other duties as assigned.

Role and Responsibilities

- Screen, evaluate, check eligibility, acquire signatures and pertinent information to enroll youth and families in the FSC Program.
- Assist with universal and intensive intakes.
- Responsible for Pre-Intake & Intake process of clients and forms.
- Connects families to appropriate FSC staff.
- Provides referral services and emergency support services (food, shelter, transportation, etc.) as needed.
- Develops genuine professional relationships with consumers in program.
- Monitor or program capacity to ensure that services are provided in a timely manner.
- Assist Administrative Assistant with coverage as needed.
- Assist supervisor and other management staff with tasks as needed.
- 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.
- Participate in community outreach events during work week, on evenings and/or weekends as needed.
- Responsible for working with program and agency staff and departments on projects and clerical tasks.
- Responsible for communicating with direct supervisor and other staff as necessary to address intake and program related issues.
- Maintains regular communication with key stakeholders and other resources and entities.
- 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.
- Adheres to agency and programmatic deadlines.
- Leads or facilitates meetings, activities or group meetings as directed.
- Participates in FSC team meetings, events, staff meetings, collaborative partner or community meetings and other meetings as requested.
- Assist with special projects as needed.

Qualifications and Education Requirements

- Bachelor's degree from an accredited college or university preferred.



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- Minimum of two years' experience providing clerical and/or eligibility support to vulnerable populations preferred.
- Ability to work with people from diverse ethnic groups and various socioeconomic levels.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, be detail oriented and a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience working with vulnerable populations in the social services field and have familiarity in the mental health field.
- Candidate needs to be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Occasional weekend and evening hours will be necessary.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.
- Required to work "In-Person" and in dedicated or assigned site(s), and in the community on weekdays and some nights and weekends.
- Phone and reception coverage/support.
- Other duties as assigned.

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:			

Job Description

Physical Demands:			
	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"/>

Environmental Demands:	
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