



JOB DESCRIPTION

Title: Intake & Administrative Coordinator

Reports to: Housing Manager

Department: Case Management & Housing

FLSA Status: Non-Exempt; Full-Time

***This position does not allow remote capabilities**

The Intake and Administrative Coordinator manages prospective client intake activities and HEP shelter placement by scheduling referrals, maintaining accurate records, and entering client data while serving as a primary point of contact for HEP shelter and program inquiries. The role also supports interdisciplinary team staff, assists with shelter operations and inventory, and ensures smooth daily coordination of intake processes and outreach services.

PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:

- Communicate with referral sources/partners to coordinate and schedule intake appointments for prospective clients.
- Maintain accurate, up-to-date intake log and communicate daily updates with HEP staff.
- Review and assist with all intake application forms for new clients.
- Prepare and print monthly sign-in sheets for the dorms.
- Respond promptly and professionally to HEP housing and program-related inquiries via phone and email.
- Enter client information into PHMIS and HEP Express databases during initial intake.
- Assist with monthly data reviews and corrections as needed.
- Maintain accurate and current client census and bed availability.
- Manage the Grant and Per Diem (GPD) Interest List, including outbound calls, scheduling, ongoing updates, and coordination with the VA.
- Provide backup coverage for the Service Center reception desk and general office support as needed.
- Create and assist with posting flyers to dorms regarding maintenance updates.
- Maintain inventory and organization of bedrolls, combination locks, and keys.
- Accompany all new clients to their assigned facility and distribute bedrolls.
- Assist with processing new clients' personal belongings through high heat when volunteers are unavailable.



- Assist with special projects and audits as assigned.
- Manage the ordering, inventory, and distribution of bus passes.
- Perform additional duties assigned by the Housing Manager.

EDUCATION, KNOWLEDGE, AND SKILLS REQUIRED:

- High School Diploma or GED required. Associate's degree in Human Services, Social Work, Business Administration, or related field preferred.
- Minimum of one (1) year experience in administrative support, intake coordination, homeless services, shelter operations, or a related field preferred.
- Demonstrated sensitivity to cultural diversity and ability to work effectively with individuals from diverse racial, ethnic, and socioeconomic backgrounds.
- Strong commitment to professionalism and confidentiality is a MUST.
- Excellent verbal and written communication skills.
- Strong attention to detail and organizational skills.
- Ability to remain flexible and adapt to changing priorities with or without notice.
- Proficiency in Microsoft 365.
- Bilingual in Spanish preferred but not required.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The work environment includes both indoor and outdoor settings, with exposure to heat, humidity, and varying weather conditions.
- Prolonged periods of sitting in an office setting.
- Regular walking and standing on uneven surfaces throughout the HEP campus.
- Physical activities include sitting, standing, walking, bending, reaching, pulling, and lifting.
- Ability to lift up to 35 pounds independently; items over 35 pounds require a team lift.
- Must successfully pass Level 1 and Level 2 background checks, as well as drug and alcohol screenings.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.



HOMELESS EMPOWERMENT PROGRAM