

EMERGENCY ASSISTANCE INTAKE SPECIALIST

Department: Financial Oversight and Program Operations

Reports To: Manager, Community Programs and Initiatives

Pay Grade: Salary Grade 2

FLSA Status: Non-Exempt

Employment Status: Full-Time

POSITION PURPOSE

The Emergency Assistance Intake Specialist (EAIS) compassionately supports the timely, accurate, complete, and confidential processing and delivery of United Way of Greater Stark County emergency assistance and related community programs. The position receives and processes referrals and applications, verifies eligibility and documentation, coordinates with consumers, landlords, utility providers, referral partners, and vendors, and prepares payment and invoice documentation. The Specialist maintains program records and tracking systems, supports data quality and compliance, and helps individuals and families navigate available resources. The role requires sound judgment, strong follow-through, proficiency with technology and data systems, and a respectful, trauma-informed service approach. The Specialist responds to incoming calls, asks scripted questions, and critically evaluates responses to determine whether clients meet program requirements. The Specialist works under the direction of the Manager, Community Programs and Initiatives and escalates complex eligibility, compliance, confidentiality, or service concerns as appropriate.

KEY ACCOUNTABILITIES

Emergency Assistance Intake, Eligibility and Client Support (60%)

- **Receive incoming calls and review and process emergency assistance referrals and applications in accordance with established program eligibility, documentation, confidentiality, and funding requirements.**
- **Work with school-based coordinators and other referral sources to develop complete assistance applications and communicate with consumers, landlords, utility providers, vendors, and partner agencies.**
- **Prepare and submit accurate payment requests and supporting documentation to promote housing stability and address other approved needs.**
- **Provide respectful, responsive, and trauma-informed communication to individuals and families experiencing hardship, adverse childhood experiences, trauma, or other life challenges.**
- **Identify incomplete or complex cases, follow up promptly, and escalate eligibility, policy, safety, confidentiality, or service concerns to the Manager.**
- **Conduct all interactions in a professional, helpful, and accommodating manner.**
- **Follow protocol by keeping all related information private and confidential.**
- **Document any unresolved questions or issues from clients prior to leaving their shift.**
- **All other clerical duties (filing, organizing) will be assigned as needed.**

Program Administration and Payment Processing (15%)

- **Determine eligibility and process applications for the JFS Auto Repair Program in accordance with program requirements.**
- **Determine eligibility and process applications for the THRIVE Program in accordance with program requirements.**
- **Process invoices and related documentation for identification and birth certificate assistance, Stark County Emergency Assistance, Lyft/RTA transportation supports, and other assigned programs in a timely manner.**
- **Coordinate with the Manager and Finance staff to resolve missing documentation, payment discrepancies, coding questions, or other processing issues.**

Data, Documentation and Compliance (15%)

- **Maintain accurate Excel tracking spreadsheets and other approved program systems to support payment compliance, data quality, reporting, and reconciliation.**
- **Protect confidential and personally identifiable information by following organizational privacy, data security, ShareFile, HMIS, and records-management requirements applicable to assigned programs.**
- **Maintain complete, organized, and timely case and program documentation and support routine review of service activity, expenditures, outputs, and outcomes.**
- **Provide accurate information and documentation needed for internal reporting, partner reporting, grant compliance, audits, and continuous improvement.**

Resource Coordination and Administrative Support (10%)

- **Support annual and as-needed agency resource-card updates and requests within StarkHelpCentral.com.**
- **Respond to and make phone calls and email communications, create and print documents, and provide backup support to the reception desk as needed.**
- **Build and maintain constructive working relationships with referral partners, vendors, volunteers, agency representatives, and community partners.**
- **Participate in cross-training, case review, workflow improvement, and other team activities assigned by the Manager.**
- **Provide administrative support to the Manager, Community Programs and Initiatives.**

ADDITIONAL DUTIES

- **Willingness to support our mission and culture by actively exercising our five core values: 1) Can-Do Attitude; 2) Be a Team Player, 3) Open to Change, 4) Humbly Confident and 5) Deep Respect**

for Human Potential.

- Ability to recognize, design, communicate, and implement solutions to business challenges.
 - Ability to learn quickly and adapt to changing organizational priorities.
 - Holistic perspective and ability to see the big picture.
 - Other duties and responsibilities may be assigned based on organizational needs.
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MINIMUM QUALIFICATIONS

Education

- High school diploma or equivalent required.

Experience

- Call center, documentation and data entry experience is preferred.
- Experience processing applications, reviewing documentation, maintaining records, or supporting individuals and families is preferred.
- Experience in social services, public health, human services, customer service, program administration, or a related field preferred.
- General office, clerical and administrative support is preferred.

Licenses & Certifications

- Valid driver's license.
 - Access to an insured motor vehicle.
 - Ability and willingness to travel periodically within Stark and Carroll counties.
 - Ability to lift and carry up to 25 pounds.
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PREFERRED QUALIFICATIONS

- Professional written and verbal communication, etiquette, and demeanor are required.
 - Experience with Microsoft Excel, secure client portals, case-management systems, HMIS, or other client and program data systems.
 - Knowledge of community resources and issues related to poverty, family stability, and barriers to accessing services.
 - Experience working with individuals and families affected by trauma, adverse childhood experiences, or other significant life challenges.
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KNOWLEDGE, SKILLS & ABILITIES

- Strong written and verbal communication skills.
 - Strong organizational skills.
 - Ability to manage multiple priorities with minimal supervision.
 - Strong relationship-building and collaboration skills.
 - Demonstrated initiative and problem-solving abilities.
 - Ability to exercise sound judgment and discretion.
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COMMITTEE RESPONSIBILITIES (If required)

Provide administrative support to Emergency Assistance Collaborative meetings.

Other internal and external committees as assigned.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received, reviewed, and understood this job description. I understand that this job description is not a contract of employment and does not alter my at-will employment relationship with United Way of Greater Stark County.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____