

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : H-HEAP Intake Aide
PROGRAM : H-HEAP
GRADE : Temporary (May - July)
FLSA STATUS : Non-Exempt
REPORT TO : Community Services Manager
SUPERVISES : None

INTRODUCTION

The H-HEAP Intake Aide will perform general clerical day-to-day operation duties from answering phones, faxing, making copies, filing documents, and data entry.

This position will screen and interview a high volume of applicants for appropriate admission to the program. This person will schedule appointments for further assessment and handle crisis calls or will refer calls to the appropriate staff or supervisor when necessary. The H-HEAP Intake Aide will handle a high volume of incoming calls in a professional manner and maintain a high-level of confidentiality. This is a temporary position.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success, in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and

appropriate decisions in a timely manner.

6. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES

- Interview clients to obtain information, explains the process, and completes intake process
- Copies and confirms all documentation for each H-HEAP application.
- Answer and informs callers about services in a professional manner
- Confirms clients' appointments and answers questions
- Provides and receives client information in person, by telephone, or mail to authorized individuals
- Assist with inputting all applications into Microsoft excel for processing to the Central processing center
- Tracks data for program participants and enters data into agency and/or state information management system
- Maintain documents, files, applications and other pertinent information
- Maintain accurate logs, daily schedules, taking messages, and performs follow-up with potential applicants
- Other duties may be assigned

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

A high school diploma/equivalent is minimally required

EXPERIENCE

Two years of general clerical experience with answering phones, faxing, making copies, filing documents, data entry, and computer literacy in excel and access.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Must maintain a high level of confidentiality
- Must be able to read, write and speak in Standard English
- Able to accept supervision and work with staff and community social services providers cooperatively
- Able to deal effectively with a variety of people, situations, problems, and

changes

- Able to work with people who are in stressful situations
- Able to work independently, as well as in groups
- Daily access to a vehicle is preferred
- Bilingual/bicultural skills, preferably in Marshallese, Chuukese, Samoan, Filipino, Korean, Laotian, Vietnamese, Japanese, or Chinese

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu
- Knowledge of the multi-ethnic cultures common to Oahu

PHYSICAL DEMANDS/WORKING CONDITIONS:

	Never/ Rarely	At Times	Often/ Constant
Work Locations: in doors			X
Work Locations: outdoors		X	
Work Locations: sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc.		X	
Lifting/carrying - light (up to 10 lbs.)		X	
- medium (11 to 20 lbs.)		X	
- heavy (over 20 lbs.)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc.		X	
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X