



United Way of Lancaster is looking for a Coordinated Entry Intake Specialist to join our PA 211 East team. United Way for nearly 100 years has brought together the financial resources of donors, the passion of community volunteers, the expertise of community partners, and the dedication of the United Way staff to create change in our community. If you are a passionate and dedicated individual with a desire to make a difference, we'd like to talk to you.

This position works with the 211 Team to provide information, referral, and prescreening for County specific programs, while acting in accordance with our values, vision, and mission.

Responsibilities:

- Answering inbound phone calls in a professional manner.
- Assessing caller needs and facilitating appropriate referrals for families and individuals seeking information regarding homelessness including evaluation eligibility using criteria for specialized housing contracts.
- Assessing the 211 database and Continuum of Care database for resources and appropriately refer calls.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
- Maintain accurate data files to include reporting data needed to complete the program's monthly quality assurance and outcomes reports.

Qualifications:

- Bachelor's degree in social work or equivalent work experience in health and human services field.
- Bilingual in Spanish and English a plus
- A Valid Driver's License is required
- Clearances are required with relevance to the position

This is full-time, Monday – Friday.

We offer a competitive compensation and benefits package.

Please send your resume to btice@uwlanc.org. No phone calls please.

All United Way of Lancaster employees are employed at will.

United way of Lancaster is an Equal Opportunity Employer committed to diversity in the workplace.

All qualified applicants will receive consideration for employment without regard to sex, race, color, age, national origin, religion, sexual orientation, gender identity, protected veteran status, disability, or other protected status.