

Intake Coordinator

Full-Time | Salaried



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About Project Place

Since 1967, Project Place has been a resource for individuals who are experiencing homelessness in Boston. Through innovative programming, including social enterprises, we facilitate the successful transition of individuals to economic self-sufficiency. Comprehensive programming consists of classroom instruction, on-the-job training, case management services, housing and job placement, credential training, retention, and employment services.

Our office is in the South End of Boston, conveniently located less than a mile from the MBTA Orange subway line and Red subway line. The MBTA Silver Line bus also stops directly in front of our building.

Please visit our website at www.projectplace.org for more information about our organization.

About This Job

Job Title: Intake Coordinator
Reports to: Client Services Manager

Responsibilities:

The Intake Coordinator is responsible for interfacing with all Project Place programming and supporting the agency administratively with front desk coverage, external communication, and the coordination of intake appointments. This individual will also maintain the agency's enrollment systems and track client program enrollment information.

Specific duties of the Intake Coordinator include:

- Covering the front desk Monday through Friday during business hours
- Participating in client enrollment efforts including conducting intakes and attending orientation
- Assisting walk-in clients and visitors with their applications and/or questions
- Responding to inquiries about programming/services and conducting outreach with community providers
- Scheduling client intake appointments with staff

- Reviewing client applications and contacting individuals regarding missing information and/or enrollment documentation
- Sending enrollment reminders, links, and documentation for orientation to prospective participants
- Retrieving client demographic information from online applications and adding the information to the appropriate enrollment systems
- Confirming intakes are recorded in agency database and enrollment systems
- Maintaining a current list of community resources
- Tracking client outcomes and reporting monthly enrollment information
- Other tasks as assigned by the Executive Director or designee.

Qualifications:

- Bachelor of Arts degree in a Human Service field or equivalent work experience
- Demonstrated time management and organizational skills
- Strong communication and interpersonal skills
- Proficiency with computers and email
- Ability to respond flexibly in a fast-paced, evolving environment
- Ability to work as a team member with other program staff and in collaboration with partner agencies
- Familiarity with the barriers associated with individuals experiencing homelessness, returning to the community from incarceration, and experiencing substance use disorders preferred.

Location: Work will be performed primarily in person at our office.

Schedule: Monday through Friday, 40 hours a week, typically from 9:00 AM to 5:00 PM.

Compensation & Benefits

The salary for this position is \$47,000 - \$49,000 per year. Our benefits include:

- 3 weeks of vacation in the first year; 4 weeks of vacation every year thereafter
- 10 sick days and 3 personal days annually
- 13 holidays and 1 floating holiday
- Medical insurance, dental insurance, and life/long-term disability insurance
- 401(k) plan and 401(k) match.

How to Apply

Please submit both a cover letter and resume to Azeb Girma, Client Services Manager, at agirma@projectplace.org. No phone-call inquiries or in-person applications, please.

Equal Employment Opportunity & Affirmative Action Policy

It is the policy of Project Place to provide equal employment opportunities without regard to race, color, religion, sex, national origin or ancestry, age, disability, military or veteran status, sexual orientation, gender identity or expression (including transgender), genetic information or any other protected characteristic under applicable law (“protected class status”).

Project Place also will take affirmative action as called for by applicable laws and Executive Orders to ensure that diverse individuals, including qualified individuals with a disability, are introduced into the Agency’s workforce and considered for promotional opportunities.