TITLE	CLASSIFICATION	SALARY GRADE
INTAKE SPECIALIST, CALWORKS	CLASSIFIED	GRADE: L
BOARD POLICY REFERENCE: 2015/16 Classification Review		

JOB DESCRIPTION:

Under general supervision, conduct intake interviews and orientations for CalWORKs students in one on one or group settings; facilitate and model problem-solving with students; provide guidance to and advocate for students; serve as an interdepartmental and interagency liaison; interpret program requirements for students in accordance with Federal, State, and local policies to determine appropriate services.

SCOPE:

The Intake Specialist has in-depth knowledge of the CalWORKs program, Federal, State, and local policies and procedures and works effectively with students to determine appropriate support services.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates CalWORKs student orientations and follow-up appointments; provides guidance to students to accomplish their academic and career goals.

2. Refers students, staff, and the public to appropriate community and District resources and maintains communication with appropriate agencies regarding the needs of the CalWORKs student population.

3. Serves as an advocate and liaison for students with local agencies and District departments; informs students about their rights and responsibilities.

4. Interprets and explains District and program policies and procedures to students consults with students, faculty, staff and partnering agencies regarding applicable policies and procedures.

5. Prepares and maintains confidential records, and program reports.

6. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA).

7. Monitors student participation and progress to ensure program compliance.

8. Coordinates activities for meetings, conferences, special events and projects in collaboration with local agencies and other District departments; develops marketing materials.

9. May supervise and organize the work of student and short-term non-continuing (STNC) employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Work independently with a minimum of supervision; maintain confidentiality; write clear and concise reports; understand, follow and give oral and written directions; communicate effectively in English and Spanish in a calm and professional manner (bilingual English/Spanish required); identify problems and recommend solutions; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:
Services available to students receiving TANF/CalWORKs benefits; District and community resources available to the TANF/CalWORKs student population; relevant District procedures, policies and programs; current laws regarding welfare to work requirements; skills in establishing and maintaining effective public relations; standard office productivity software and specialized systems.

MINIMUM QUALIFICATIONS:
Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:
Associate's degree. Bachelor's degree in a related field preferred.

Experience:
Increasingly responsible working with students from diverse backgrounds in a related educational setting.

Preferred:
Previous experience with the TANF/CalWORKs population in a community college setting.

SPECIAL REQUIREMENTS:
Position requires frequent travel to various area high schools, organizations, and community agencies. Ability to lift up to 50 lbs. unassisted.