

TITLE: Intake Specialist, CalWORKs

CLASSIFICATION: Classified

SALARY GRADE: C08

SCOPE OF POSITION:

Under general supervision, conducts intake interviews and orientations for CalWORKs students in one on one or group settings. Facilitates and models problem solving with students. Serves as an interdepartmental and interagency liaison. Interprets program requirements for students in accordance with local, state and federal policies to determine appropriate 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. Plans and implements CalWORKs student orientations and follow-up appointments.
2. Provides guidance to students to accomplish their academic and career goals.
3. 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.
4. Serves as an advocate and liaison for students with local agencies and District departments.
5. Interprets and explains District and program policies and procedures to students.
6. Prepares and maintains confidential records, and program reports.
7. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA).
8. Monitors student participation and progress to ensure program compliance.
9. Plans and implements activities for meetings, conferences, special events and projects in collaboration with local agencies and other District departments.
10. Develops marketing materials.
11. May supervise and direct the work of student employees.
12. May serve as lead worker to short-term non-continuing (STNC) employees in the area.

KNOWLEDGE OF:

1. District and community resources available to the TANF/CalWORKs student population.
2. Public relations techniques.
3. Relevant local, state, and federal rules, regulations, policies and programs.
4. Applicable technology usage, including standard office productivity software and other appropriate technology.

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ABILITY TO:

1. Maintain confidentiality.
2. Write clear and concise reports.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate degree in a related field of study required.

EXPERIENCE:

1+ year of related experience in a related educational setting working with students from diverse backgrounds.

OTHER REQUIREMENTS:

- Position requires frequent travel to schools, organizations, and community agencies.
- Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).