



COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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Cynthia W. Burton
Executive Director

April 9, 2025

JOB ANNOUNCEMENT

Title: Triage and Intake Specialist

Location: Housing Resources office (Tuscaloosa)

Employment Classification: Regular, Part-Time, Non-Exempt

Summary of the Position: See Attached Job Description

Qualifications of the Position: See Attached Job Description

Duties and Responsibilities: See Attached Job Description

Salary and Application Procedures: This position is classified as a Grade Level IX position on the CSP Salary Scale with hourly pay range of \$11.29 - \$16.48 per hour, depending on experience. Current employees may apply by submitting a letter of interest along with and updated employment application. Other interested applicants may apply by **completing an employment application** obtained from the website at www.cspwal.com or contacting the Human Resources department of CSP at (205) 469-1015 or (205) 469-0389 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to employment@cspwal.com.

Deadline to submit completed application: Friday, April 25, 2025, at 5:00 pm

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, genetic information, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability or national origin.

Community Service Programs of West Alabama, Inc.

Job Description

<u>Position Title:</u>	Triage and Intake Specialist
<u>Department:</u>	Housing
<u>Reports To:</u>	Program Support Specialist – Housing Resources
<u>Employment Classification:</u>	Regular, Part-time, Non-Exempt, Non-Safety-Sensitive; M-Th: 9:00 AM – 2:45 PM; F: 8:00 AM – 12:00 PM
<u>Grade/Salary:</u>	Grade Level IX – Level 1–12; \$11.29 -\$16.48 per hour

Summary of Duties

The position is responsible for triage and intake associated with the delivery of housing resource/program services. The triage and intake specialist is responsible for ensuring that all program guidelines related to client intake and eligibility are met. The programs consist of, but are not limited to: Housing Stability Counseling, Rental-Readiness, First-time Homebuyers, Post-Purchase Home Maintenance, Healthy Homes, and Weatherization. Additionally, the triage and intake specialist is responsible for identifying needs of the customer as well as providing internal/external referrals and follow-ups.

Essential duties and responsibilities: *other duties may be assigned by the supervisor*

- Conduct client intake and input client data in the computer utilizing the appropriate programs;
- Assist with the processing and intake of clients in order to identify the need(s);
- Verify client documentation and database records to assure that all information meets program guidelines related to client intake and eligibility.
- Participate in training workshops to implement social service programs offered by the agency;
- Provide referrals to internal departments and other service agencies;
- Work to develop the center into a multi-service center that will help meet the needs of the disadvantaged;
- Maintain accurate records of outreach, referrals, and client follow-up;
- Keep abreast of the needs of the target area, and to what extent they can be effectively provided for through use of agency or other resources;
- Perform other duties as assigned by the supervisor, verbally or in writing.

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

Education and Experience:

- ◆ Possession of a high school diploma or GED.
- ◆ Intake and/or customer service experience required.
- ◆ Knowledge of productivity software, such as Microsoft Office.

Supervisory requirements: None.

Certificates, Licenses, Registrations:

- ◆ Valid Driver's License with liability insurance.
- ◆ Serviceable automobile.

Language Skills:

- ◆ Ability to communicate to diverse populations.
- ◆ Ability to effectively present information to clients.
- ◆ Ability to communicate in large and small group settings.

Mathematical Skills:

- ◆ Ability to compute simple math such as addition, subtraction, multiplication and division.
- ◆ Ability to use fractions and percentages.

Reasoning Ability:

- ◆ Ability to analyze problems confronted by program participants.
- ◆ Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- ◆ Ability to develop effective working relationships with staff members and program participants.
- ◆ Regular and predictable attendance.
- ◆ Knowledge of CSP programs and services.
- ◆ Sensitivity to multi-racial and multi-cultural issues.
- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.
- ◆ Ability to work in a constant state of alertness.

Physical Demands: *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable*

accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision to operate a motor vehicle. Extensive writing is required and extended periods on the computer is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, fax, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

Created on: November 22, 2022

Revised October 2023

Approved by Board of Directors 4.11.2025