



Central Intake Coordinator

Action for Children, central Ohio's Child Care Resource and Referral agency, is seeking an individual to join its Family Asset Building team as the Coordinator of its Central Intake work for home visiting programs operated by the Ohio Departments of Health and Developmental Disabilities. This Coordinator supervises the daily operations of the Family Engagement and Outreach Specialists, including the training and development of staff. The person ensures appropriate referral assignments and outreach efforts are made by monitoring and analyzing information from multiple databases and records. Will assist with developing processes and procedures in order to improve efficiency; and troubleshoot issues.

MAJOR RESPONSIBILITIES include:

- Supervising program staff and overseeing training and development of staff
- Monitoring compliance, productivity, adherence to call flow guidance, assignment, and data entry accuracy with regard to Ohio Department of Health rules to identify areas for performance improvement
- Collaborating with service providers, community partners and referral sources to ensure referrals are submitted and processed in a timely manner
- Assisting Central Referral Specialists with developing, revising and implementing processes, procedures, and guidance for functions
- Assisting Outreach Specialists with the scheduling of special events such as workshops, community fairs and presentations and arranging for staffing of events, setup of events and appropriate materials for distribution
- Working with the Director of Organizational Advancement and Outreach Specialists to create promotional materials and informational resources
- Troubleshooting and resolving issues related to staffing, program assignments, data entry, and other issues as needed
- Extracting data to produce daily, weekly and/or monthly reports related to referral/intake and outreach activity
- Attending various agency and community meetings and events
- Meeting with Director of Family Asset Building on a bi weekly basis
- Representing the work and Action for Children in a professional manner to the community

Qualifications include:

- Bachelor's degree in early childhood education, social work, business or related field preferred
- Knowledge of local social services resources and familiarity with specific issues as related to the needs of young children and families
- Minimum two years of supervisory experience
- Minimum four years of related customer service experience in a fast-paced, real time data entry environment
- Ability to build and sustain productive relationships with diverse individuals, groups, organizations and communities, demonstrating cultural competence

- Experience with Visit Tracker, FileMaker Pro, Adobe Acrobat Pro, and Early Track preferred
- Attention to deadlines - demonstrated time management capability
- Excellent communication skills - ability to market, explain, educate and engage
- History of reliability, consistency and follow-through
- Computer literacy -must have working knowledge of Microsoft Office Suite, Outlook and spreadsheet applications - ability to learn and utilize database systems
- Bilingual abilities a plus
- Have valid driver's license and adequate car insurance coverage
- Have reliable transportation, as position requires ability to work in multiple geographic locations
- Successfully complete all background checks

We seek a self-directed individual who is attentive to deadlines, excels at follow-through and enjoys being a part of a team. You will have demonstrated strong skills in written, verbal and presentational communication, building rapport with children/families, knowledge of local resources. You must be committed to the success of the program and the team, dedicating the time necessary for team meetings and agency events. This is a full-time position, requiring occasional evening and weekend hours as dictated by the work's outreach events schedule.

HOW TO APPLY

Interested individuals should send a resume and cover letter outlining how they meet the specific requirements of the position to Human Resources, Action for Children, 78 Jefferson Ave., Columbus, OH 43215 or jobs@actionforchildren.org. No phone calls please. Action for Children is an equal opportunity employer.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note, the selected candidate will be required to submit to our background and reference checking process.