



Job Description

Title: HLPS Intake Assistant (part-time)

Division(s): Systems of Care, Housing and Location Placement Services

Reports to: HLPS Intake Coordinator

Summary: The Assistant Program Administrator in this position supports CBC's Housing & Location Placement Services Program with administrative work associated with referrals and intake of clients into the program. The Program Administrator will also be responsible for providing general administrative support for the program to help ensure the effective, efficient, and professional implementation of administrative functions.

Education Requirements:

- Minimum educational requirement – High School Diploma or equivalent

Experience Requirements:

- Minimum of 3 years of administrative experience supporting core programmatic functions.
- Experience in a work environment that includes multiple stakeholders.
- Has familiarity with non-profit organization management and can work well in a diverse-paced environment. Can work with department staff to recommend systems of efficiency.
- Understands business implications of decisions, and can align responsibilities with department goals, while using administrative tasks to achieve organizational goals.
- Has exceptional organizational methods
- Preference will be given to candidates with experience serving and/or developing systems who serve persons with chronic health conditions, behavioral health conditions, persons experiencing homelessness, and persons with Medicaid.

Essential Duties and Responsibilities:

- Assist the HLPS Intake Coordinator in monitoring and tracking incoming HLPS patient/client referrals via the hlps alias email inbox and the General Housing Inventory Tracker database system.
- Review HLPS patient/client profiles and incoming referrals and input data and details into the GHIT database system
- Review relevant databases including CAPS, PSYCKES, or more to identify additional data or documents relevant to completing the housing profile for HLPS clients and assist in the compilation of referral packets for warm handoff to HLPS partners.
- Assist in communication with referral sources or shelter or case management staff to facilitate discussion with the client and help collect additional information.
- Assist in monitoring the status of each referred client within the GHIT database system to ensure timely review and handoff/assignment to Housing Partner agency teams.



- Work directly with Intake Coordinator in client housing placement navigation and follow up.
- Assist the HLPS leadership in developing presentation slides and presenting data at internal and external meetings as needed.
- Provide administrative support for CBC's HLPS meetings/training/activities or purchasing requests as directed.
- Assist with development and facilitation of trainings for the EHR platform for HLPS program staff as needed, with a focus on maintaining quality performance standards and consistency across stakeholders and agencies.
- If needed, assist with user research through surveys and other methods. Work with data to inform design approach.
- Maintains high degree of confidentiality in all aspects of CBC work.
- Support an environment that embeds diversity, equity, inclusion, and accessibility (DEIA)
- Participate in workplace culture that inspires high-level performance, collaboration, accountability, and professional and respectful interaction.
- Employ best practices for effective feedback and communication at all levels of staff engagement.
- Perform all job-related tasks as required.

Qualifications:

- Preferred knowledge of New York state's behavioral health and housing landscape.
- Impeccable organizational skills with strong attention to detail.
- Excellent written, verbal and interpersonal communication skills.
- Solid demonstrable skills in Microsoft Office Suite and Outlook– with medium to advanced knowledge of Excel, Word and PowerPoint and knowledge of Microsoft Forms or similar applications.
- Excellent technological skills including Zoom and willingness to learn new systems.
- Ability to multi-task, manage and appropriately prioritize between competing projects.
- Able to demonstrate flexibility and adapt quickly to change.
- Spanish oral proficiency preferred.
- Track record of effective collaboration within a direct service organization with supporting multiple teams, balancing client needs, and maintaining clear reports.
- Demonstrated commitment to quality and data-driven reporting as applicable.
- Strong written and verbal communication skills.
- Action-oriented, entrepreneurial, flexible, and innovative approach to maintaining, organizing, and sorting individual client data and triaging tasks and cases.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Additional Information -- DEI Statement



CBC's enterprise-wide commitment is to foster a more diverse, equitable and inclusive workplace. We are focused on developing, engaging, and retaining a diverse workforce and leadership team because the more our workforce reflects the diversity of our participants, the better and more authentically we serve them and improve enterprise operations.

Our core values of integrity, respect, maximizing the individual potential, maintaining a supportive work environment and being data informed allow us to provide effective, timely, equitable and people-centered services which is the key to positive health outcomes for those we serve.

Additional Details

- **Job Type:** Part-Time
- **Pay:** \$20-\$25/hr.; 15-20 hrs. per week
- **Work Location:** Hybrid remote in New York, NY 10006.

This position may require some travel throughout the five boroughs of New York City.

Employee Signature: _____ **Date:** _____

Employee Name (PRINT): _____

Supervisor Signature: _____ **Date:** _____