



POSITION ANNOUNCEMENT – PLEASE POST

POSITION TITLE: Intake Worker  
PROGRAM: Access Center  
OPENING DATE: January 5, 2018  
CLOSING DATE: Open Until Filled  
HOURS/WEEK: 40

SCHEDULE: 40 hours per week. Wednesday to Saturday, 8:00am to 6:00pm. However, this schedule may be adjusted according to the needs of the program.

WAGE/BENEFITS: \$13.00 per hour. Janus offers an excellent benefits program including medical, dental, life & long-term disability insurance; EAP; 401(k) and paid time off (varied eligibility waiting periods apply). Voluntary optional coverage is also available.

TO APPLY: Submit a resume and cover letter to Dennis Lundberg, c/o 707 NE Couch St., Portland, OR 97232 or by e-mail to [dlundberg@janusyouth.org](mailto:dlundberg@janusyouth.org).

Due to the volume of applications received, we regret that we can contact only those applicants who are invited to interview. If it happens that you are not contacted to arrange an interview, please know that we are grateful for your interest in employment opportunities at Janus Youth Programs.

Janus Youth Programs, Inc. is an Equal Opportunity Employer. Find out more about Janus at our website, [www.janusyouth.org](http://www.janusyouth.org)!

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SUMMARY: The Access Center Intake Worker (hereafter referred to as "Intake Worker") will provide eligibility screening, community referrals, initial case coordination and advocacy for youth attempting to access the Homeless Youth Continuum (HYC). The Intake Worker position is primarily single-staffed and will be working alone at the program site for extended periods of time, operating a hotline, engaging with donors, maintenance workers and youth in need of services. The Intake Worker will be stationed at partner agencies such as Outside In and New Avenues for Youth during each shift for the purpose of engaging new youth and supporting HYC staff. The Intake Worker will adhere to program policy to provide initial screening to determine eligibility for services and refer youth to appropriate agency. As part of the initial screening, the Intake Worker will ensure youth follows through with referral by escorting youth or requesting staff assistance from referral agency. If youth is not eligible for Homeless Youth Continuum services, Intake Worker will work with youth to coordinate appropriate services.

Intake Worker will be responsible for maintaining clear, consistent and timely communication with referral agencies to monitor progress, provide and maintain necessary information, and assist in problem resolution as needed to provide overall coordination of services to youth. The Intake Worker will engage in follow-up with youth to facilitate their engagement with service coordination agencies.

Intake Worker will also provide updated documentation of all screenings, including data entry and timely file maintenance. Intake workers will be mobile and are expected to engage with youth at various partner agencies and sites within the community as needed, primarily but not exclusively in the downtown core.

Intake Worker will staff a program cell phone which serves as a general community "hotline" resource for youth services and other service providers from 8am-6pm.

QUALIFICATIONS: Any combination of education, experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Bachelor's Degree in mental health, social work, juvenile justice, counseling, or related field OR any combination of experience and education that provides the necessary skills, knowledge and abilities necessary for successfully performing the responsibilities of the position.
- A minimum of one year experience in a setting requiring the identification and assessment of the needs of adolescents preferred.
- Preference may be extended to current employees of Janus Youth Programs, Inc.

REQUIRED ABILITIES:

- Must value working in a multicultural/diverse environment.
- Bilingual in Spanish preferred.
- Ability to work alone and make sound, informed decisions based on agency and program policy and procedure.
- Ability to work effectively in a team-dependent environment and to act on the agenda of the program.
- Ability to problem-solve, exercise independent judgment within program guidelines, and respond to crisis situations.
- Ability to exercise tact, discretion, and judgment in working with a variety of people.
- Ability to effectively monitor safety and demonstrate group management skills and effectively de-escalate potentially chaotic or volatile situations.
- Ability to stay calm and emotionally available in an environment serving at-risk and troubled adolescents
- Ability to accurately read, record, and interpret information.
- Ability to communicate effectively both orally and in writing.
- Ability to provide auditory and visual supervision of staff and clients.
- Ability to escort and supervise clients in the community which might require standing and walking up to an hour at one time.
- Ability to effectively communicate and present information to a variety of community groups in a public speaking format.
- Ability to maintain professional boundaries and confidentiality.
- Ability to consistently attend and be punctual for scheduled shifts, required meetings and supervision and be in a condition suitable for assuming responsibilities of position.
- Manual/physical dexterity allowing for routine office functions, including filing, copying, faxing, phone use, computer use, and data entry.
- Must be able to walk up two flights of stairs.

OTHER REQUIREMENTS OF THE POSITION:

- Driving is not required. All employees who drive for work purposes must have and maintain a valid driver's license for state of residency, have a driving record that permits coverage under the corporate auto liability policy, and complete the agency's driving approval process before driving for work. If driving a personal vehicle for work purposes drivers must also have personal auto liability coverage (\$100,000/\$300,000 levels strongly recommended). Employees are not to drive for work purposes until they have received written authorization to do so.
- Bloodborne Pathogens training is required on first day of employment and annually thereafter.
- Must complete Mandatory Abuse Training within the first 30 days of employment and annually thereafter.

- Provides emergency first-aid, as needed, and must have and maintain standard first-aid/CPR certification.
- Must pass criminal history background check.

#### WORKING CONDITIONS:

- May involve exposure to communicable diseases, including a variety of illnesses and infections such as the common cold, TB, Hepatitis, flu, meningitis, and HIV.
- May involve exposure to upset, angry, severely traumatized or emotionally disturbed children, adolescents, adults, and families.
- This position is single-staffed and will require extended periods of unsupervised work.
- May require flexibility in scheduling and adjustment of regular work hours/shifts.
- The working environment is indoors within Homeless Youth Continuum agencies serving street-affected adolescents and young adults. It is required that staff be mobile and travel to agencies within the downtown Homeless Youth Continuum to perform assessments and meet youth. The facility can be noisy with potential for unpredictable and potentially volatile or chaotic behaviors.
- May require working and providing services at locations other than program site (i.e., restaurant, café, clients' apartments, etc.) and may, therefore, be exposed to environments not under agency control (i.e., second-hand smoke, varying hygiene practices, etc.).

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