

Job Title: **Assistance Center Screener**

Hours/ Days Needed: Choose day and hours, minimum 4 hours a week on the same day.

Monday –Friday

9:00 am to 12:00 pm – 12:30 pm to 4:00 pm

Long term commitment

Special skills needed: The Screener should be able to:

- ◆ Conduct interviews in a respectful and empathetic manner.
- ◆ Relate to all type of people and personalities.
- ◆ Enter data into computer, send faxes, use a copier and a scanner and answer the telephone in a professional manner.
- ◆ Be a team player

Full description:

The Assistance Center Screener is responsible for client screening and triage, performing data intake, determining client eligibility, determining types of assistance to be provided and following the procedures described in the BHH Operations Manual, maintaining client records up-to-date, interpreting assistance policy on a daily, case by case basis and requesting authorization from Assistance Center Manager for fund disbursements.

The Assistance Center Screener reports to the Assistance Center Manager.

Responsibilities:

- ◆ Perform client Information Intake.
- ◆ Determine client eligibility for assistance and services according to BHH policies and Procedures.
- ◆ Follow the procedures described in the BHH Operating Manual to obtain funding and disbursement authorization.
- ◆ If necessary, recruit partners according to established procedure.
- ◆ If necessary, refer client to other agencies and/or services.
- ◆ If necessary, orient client to enroll in the BHH Job Mentoring Program.
- ◆ Maintain Assistance Center office schedule.
- ◆ Maintain Assistance Center offices orderly and clean.
- ◆ Maintain client files in alphabetical order and up-date the computerized client data base.
- ◆ Maintain the reference library up to date.
- ◆ Follow up each assistance case until completion.
- ◆ Be a team player