ORANGE COUNTY UNITED WAY
JOB DESCRIPTION

JOB TITLE: HOUSING INTAKE SPECIALIST	**REPORTING TO:** SENIOR MANAGER, CONTACT CENTER
DEPARTMENT: 211 OC	**POSITION:** FULL-TIME / NON-EXEMPT

Purpose of Position

Orange County United Way's 2-1-1 Orange County (211OC) serves as the county's comprehensive information and referral system, connecting residents to health and human services 24/7. As a frontline member of the Contact Center team, the Housing Intake Specialist provides compassionate, client-centered support to individuals and families seeking housing assistance. This role is responsible for assessing needs, navigating resources, and guiding clients toward housing stability through phone, email, text, and outreach events.

The ideal candidate is bilingual (English/Spanish), empathetic, highly organized, and thrives in a fast-paced, high-volume call center environment. They are skilled communicators who remain calm under pressure and are committed to serving the community with dignity and respect.

Key Duties and Responsibilities

- **Client Support & Housing Navigation**
  - Provide information, referrals, and crisis assistance to clients via helpline, email, text, and outreach events.
  - Assess clients' housing needs, service readiness, and barriers to stability.
  - Identify existing service connections and verify client history using HMIS and other tools.
  - Develop individualized housing stability goals and action plans; monitor progress and adjust plans as needed.
  - Connect clients to appropriate community resources through referrals, warm hand-offs, or direct service enrollment.
  - Continuously evaluate client engagement and capacity, adjusting service levels accordingly.
  - Follow clients through their housing journey until stable permanent housing is achieved or appropriate service transitions are made.
- **Case Management & Advocacy**
  - Maintain accurate and timely documentation in HMIS and 211OC's Information & Referral database.
  - Educate clients on housing services, diversion/prevention strategies, and tenant rights.
  - Coordinate wraparound services for clients requiring multi-agency support.
  - Serve as liaison between outreach workers and clients seeking updates.
  - Advocate for clients facing barriers with housing providers and service agencies.
- **Resource Navigation & Crisis Intervention**
  - Demonstrate expert knowledge of the 211OC resource database and service availability.

- Actively listen to assess both stated and unstated client needs.
  - Empower clients to make informed decisions about available services.
  - De-escalate distressed callers and intervene in crisis situations, including abuse or urgent housing loss.
  - Troubleshoot service gaps and assist clients in problem-solving when no immediate resources are available.
- **Follow-Up & Impact Tracking**
  - Conduct follow-ups to ensure clients received needed services and support.
  - Track service outcomes and contribute to data collection efforts for county-wide reporting.
  - Perform thorough intakes and ensure data accuracy and completeness.
- **General Duties**
  - Participate in outreach events and represent 211OC in the community.
  - Meet or exceed all performance standards related to efficiency, accuracy, and compliance.
  - Perform other duties as assigned to support the success of the department and organization.

Job Requirements /Technical Knowledge

- High School Diploma required; BA/BS in Human Services or related field preferred**.**
- Minimum 1 year of experience working directly with individuals and families in crisis.
- Prior experience in information and referral services or human services preferred.
- Must be bilingual in English and Spanish (verbal and written).
- Strong communication and interpersonal skills.
- Ability to remain calm and professional in high-pressure situations.
- Excellent organizational skills and attention to detail.
- Proficiency in Microsoft Office and database systems.
- Commitment to equity, empathy, and client-centered service.

Compensation

- Commensurate with experience, education, and market, $21– $24 per hour. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Company Standards

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

Physical Demands

The physical demands described here 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 functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org
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