



Community Specialist – Intake

Area: Community Assistance

Reports to: Direct Support Coordinator

Location: Offices of El Centro Hispano located in the Triangle area

Employment Type: Full-time

Position Summary

The vision of El Centro Hispano is to strengthen and advance people in North Carolina and beyond. The Community Specialist – Intake serves as the first point of contact between El Centro Hispano and the community, providing dignified, empathetic, and culturally responsive services. This position is responsible for welcoming community members, assessing and documenting their needs, providing accurate information, identifying appropriate service pathways, and ensuring initial follow-up for each case. The role is essential to ensuring equitable access to resources and services that strengthen individual and community well-being, while supporting a positive client experience and the effective implementation of El Centro Hispano’s intake and case management model.

Key Responsibilities

General Responsibilities

- Provide direct assistance to community members via phone calls, email, in-person services, and other organizationally defined channels.
- Conduct community intake and admission processes by assessing needs and documenting information clearly, thoroughly, and confidentially.
- Provide accurate information, referrals, and initial guidance regarding internal programs and external community resources.
- Enter and maintain client information in institutional case management systems.
- Serve as a communication bridge between the community and the Community Assistance team.
- Contribute to identifying access barriers and opportunities for service improvement.



Direct Services and Intake

- Receive and respond to community inquiries, requests, and needs in a clear, respectful, and timely manner.
- Conduct intake interviews to identify priority needs and gather relevant client information.
- Schedule appointments and coordinate internal or external referrals as appropriate.

Documentation, Records, and Follow-Up

- Accurately document each interaction, request, and service provided in the case management system.
- Maintain complete, up-to-date, and well-organized physical and digital records.
- Conduct initial case follow-up to ensure clients understand the information provided and receive appropriate guidance.

Information, Referrals, and Service Pathways

- Provide clear and verified information regarding assistance programs and community resources.
- Support the development of service pathways in coordination with the Case Management Specialist.
- Escalate complex or high-risk cases to the Direct Support Coordination team in accordance with established protocols.

Internal Coordination and Institutional Engagement

- Communicate effectively with other ECH team members to ensure continuity and quality of services.
- Participate in departmental activities, team meetings, and community events as required.
- Support the collection of operational data and basic program reports.



Basic Administrative Responsibilities

- Accurately record work hours, mileage, and work plans in compliance with institutional policies.
- Adhere to internal procedures, confidentiality standards, and professional ethics guidelines.

Qualifications

● **Education**

- High school diploma or equivalent required.
- Relevant professional experience may substitute for formal education.
- Preferred: technical or college-level studies in social work, human services, psychology, business administration, or related fields.

● **Experience**

- Minimum of one (1) year of experience in client services, community outreach, or similar roles.
- Experience with intake processes, direct service delivery, or customer service.
- Preferred experience working in community-based or nonprofit organizations.

● **Technical and Professional Skills**

- Basic knowledge of community intake models and direct service delivery.
- Experience with case management systems or CRM platforms (CiviCRM or similar preferred).
- Functional proficiency in office productivity tools (Microsoft Office / Google Workspace).
- Strong data entry and documentation skills with attention to accuracy and structure.
- Basic knowledge of confidentiality and data protection standards.

- **Language Skills:** Bilingual proficiency in English and Spanish (native or B2–C1 level)¹.

- **Computer Skills:**

	Alta	Media	Baja
Office	✓		
Word	✓		
Excel		✓	
Power Point		✓	
Internet	✓		
Email	✓		

- **Additional Skills**

	Alta	Media	Baja
Technical Equipment Operation	✓		
Tool Management		✓	
Materials Handling		✓	
Third-Party Safety Compliance		✓	
Confidential Matters Handling	✓		
Decision-Making		✓	
Information Management	✓		

¹ The Common European Framework of Reference for Languages (CEFR) is a guideline used to measure your language proficiency, from beginner to expert:

- A1 and A2 (Beginner): You know basic things, such as how to order food.
- B1 and B2 (Intermediate): You can talk about everyday topics and understand conversations.
- C1 and C2 (Advanced): You speak almost like a native speaker and can understand complex texts.



● **Soft Skills**

Competency	Development Level			
	A 100%	B 75%	C 50%	D 10%
Teamwork				
Assertive Communication				
Ability to Work Under Pressure				
Service Orientation				
Attention to Detail				
Results Orientation				
Leadership				

Salary Range and Benefits

Full-time, 40 hours per week (occasional evenings and weekends required based on program needs)

Salary Range: \$43,729 - \$56,848

(Salary is determined within the established range based on education and relevant experience)

Benefits: Health insurance, dental plan, vision plan, and 401k.

Developed by:

Josué Valbuena Perez
Human Talent Director

Approved by:

Pilar Rocha Goldberg
President & C.E.O