Community Specialist – Intake

Area: Operations
Reports to: Operations Coordinator
Location: Offices of El Centro Hispano, Triangle area
Employment Type: Full-Time

Position Summary

Guided by El Centro Hispano's vision of strengthening and advancing people in North Carolina and beyond, the Community Specialist – Intake serves as the organization's first point of contact with the community. This role is responsible for delivering dignified, empathetic, and culturally responsive services — welcoming community members, assessing and documenting their needs, connecting them to appropriate resources and service pathways, and ensuring thoughtful follow-up at every stage. The position plays a critical role in advancing equitable access to services, supporting a positive client experience, and ensuring the effective implementation of ECH's intake model.

Key Responsibilities

Direct Services & Intake

- Receive and respond to community inquiries and requests through phone, email, in-person, and other organizational channels in a clear, respectful, and timely manner.
- Conduct intake interviews to identify priority needs, gather relevant client information, schedule appointments, and coordinate internal and external referrals as appropriate.

Documentation, Records & Follow-Up

- Accurately document all interactions, requests, and services in the institutional case management system.
- Maintain complete, organized, and up-to-date physical and digital records.
- Conduct initial case follow-up to ensure community members understand the information provided and receive appropriate ongoing guidance.

Information, Referrals, and Service Pathways

- Provide clear, verified information regarding ECH programs and external community resources.
- Support the development of service pathways in coordination with the Case Management Specialist.
- Escalate complex or high-risk cases to the Operations Director in accordance with established protocols.

Internal Coordination and Institutional Engagement

- Serve as a communication bridge between the community and ECH's Work Areas — Education & Workforce Development, Community Assistance, and Legal Information.
- Collaborate effectively with team members to ensure continuity and quality of services. Participate in team meetings, departmental activities, and community events as required.
- Support the collection of operational data and basic program reporting.

Administrative Compliance

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

Qualifications

- **Education**
  - *Education* High school diploma or equivalent required; relevant professional experience may substitute for formal education.
  - Technical or college-level coursework in social work, human services, psychology, business administration, or a related field is preferred.

- **Experience**
  - Minimum of one (1) year of experience in client services, community outreach, or a similar role, including experience with intake processes, direct service delivery, or customer service.
  - Prior experience in a community-based or nonprofit setting is preferred.

- ***Skills and Competencies***
  - Working knowledge of community intake models and direct service delivery.
  - Experience with case management systems or CRM platforms (CiviCRM or similar preferred).
  - Proficiency in Microsoft Office and/or Google Workspace.
  - Strong data entry and documentation skills with high attention to accuracy.
  - Familiarity with confidentiality and data protection standards.

- ***Language*** bilingual proficiency in English and Spanish required (native or B2–C1 level).

Salary Range and Benefits

"This is a full-time position at 40 hours per week, with occasional evenings and weekends based on program needs. The salary range is **$43,729 – $56,848**, commensurate with education and relevant experience. Final salary placement within the range is confirmed following the 90-day introductory period. Benefits include health insurance, dental, vision, and a 401(k) plan.

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How to Apply

To apply for this position, please email your resume to **talent@elcentronc.org**, indicating the position title in the subject line.