



Passage Home is a well-respected social service organization and is proud to serve as Wake County's Community Action Agency. Our mission is to break the cycle of poverty and create multi-generational self-sufficiency for individuals and families by helping them achieve housing and income security. We are seeking an **Intake Manager** to coordinate our inbound referral, eligibility assessment and intake functions. This role will serve as the "front door" for clients and partner agencies seeking services and will work to ensure that the agency's intake procedures are efficient and equitable. This position will report to the Director of Programs and work closely with agency leadership on matters of policy and infrastructure and may supervise other intake/resource staff.

Duties include but are not limited to the following:

- Serve as the entry point for inbound client service requests and inquiries
- Provide light touch emergency assistance and resources
- Conduct intake sessions for various programs and assign to caseloads
- Maintain collaborative relationships with referral/service partners
- Maintain detailed knowledge regarding the offerings and requirements of all agency programs
- Support the design and maintenance of internal infrastructure that facilitates communication and collaboration across programs and services, to include client prioritization policies and procedures
- Facilitate or support case conferencing meetings and maintain active caseload spreadsheets
- Supervise reception and intake staff as assigned
- Advance the agency's organizational values: social justice focused, data driven, outspoken, collaborative, trauma-informed, investors.

The ideal candidate will have excellent communication and customer service skills; possess solid organizational, time management and project management abilities; and be familiar with a strengths-based, trauma-informed approach to working with at-risk populations.

A college degree in a human services field is desirable but not required; at least three years of relevant experience in an equivalent setting is required. Prior experience interpreting and administering government-funded programs is a plus. Proficiency in Microsoft Office applications and the ability to learn/utilize various electronic platforms for data entry/tracking is necessary.

The starting salary range for this position is \$45,000-55,000. Passage Home offers a family-supportive work environment, a flexible hybrid work schedule and a comprehensive benefits package.

All qualified applicants will receive consideration for employment without regard to race, color, religion gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Passage Home is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity and certified Family Forward employer.

Please send cover letter and resume to hr@passagehome.org and include position title in the subject line.