

NORTHWEST FOCAL POINT SENIOR CENTER



Administered by the
City of Margate

6009 N.W. 10th Street • Margate, FL 33063 • (954) 973-0300 • Fax: (954) 969-0242

“Serving Senior Citizens throughout N.W. Broward County.”

Coconut Creek, Coral Springs, Lauderdale Lakes, Lauderhill, North Lauderdale, Margate,
Pompano Beach (west of Fla’s Turnpike), Tamarac, Parkland, Sunrise

JOB DESCRIPTION INTAKE & DATA SPECIALIST

NATURE OF WORK: This is a full time position. The Intake & Data Specialist is responsible for the supervision of the gathering of all information needed to provide the data function for the Center. This position is responsible for assisting the Project Director with coordinating all of the required data collection systems and providing the community linkage with Center and Community programs. The use of organizational and interpersonal skills are necessary for the successful completion of assigned duties.

TYPICAL DUTIES:

Information:

1. Answer inquiries for resource information through the conduction of interviews in the office, response to mail, email and telephone inquiries.
2. Track information requests and enter all Center information into system to generate monthly reports.
3. Interface with provider agencies and other community-based organizations for the purpose of collecting information and resources for the development of community linkages.

Registration and Renewals:

1. Fill out all required Department of Elder Affairs and NW Focal Point forms.
2. Depending on client needs, use different sources from the Elder Helpline, Internet, consulting other colleagues to provide appropriate referrals.
3. Provide tours of the Center to first-time visitors.
4. Complete required data entry into CIRTS. If a member belongs to another owner request ownership.
5. Follow-up with Center departments to document the different service program units.

Outreach:

1. Verify if a senior in need of Outreach has received units from any provider in CIRTS.
2. Setup an appointment with the client and ensure there is an additional staff person available to accompany on the visit.
3. Visit the client in his or her home and complete all registration forms.
4. Enter the member information and the Outreach unit into CIRTS.

Information & Referral Specialist

Job Description

Page 2

Emergency Home Energy Assistance for the Elderly Program (EHEAP) Grant:

1. Take phone calls, pre-interview potential applicants and schedule appointments.
2. Fill out EHEAP application, including copying all vital information and verifying eligibility with ADRC.
3. Make commitment with FPL and create approval or denial letter with client.
4. Submit payment and proper documentation to FPL.
5. Data entry into CIRTS.

Data Entry:

1. Enter all required information for all departments including: Information, Referral, Health Support, Counseling and Transportation.
2. Print monthly reports for Project Director, including CIRTS reports and Information and Calls reports.

Other:

1. Attend staff meetings, training sessions and workshops as deemed appropriate by the Project Director.
2. Any other job related tasks as assigned by the Operations Manager, Facilities Manager or Project Director.

EDUCATION, TRAINING, SKILLS:

1. Graduation from an accredited university or college with a Bachelor's degree in a related field. If the Bachelor's degree is in a non-related field but the working experience of the applicant is directly in the area of information and referral, it may substitute for the education requirement at the discretion of the Project Director.
2. A valid Florida driver's license, good driving record and reliable transportation.
3. Five years total experience in I&R, staff development and training, or program resource development. At the discretion of the Project Director, extensive or intensive experience in a comparable position may be substituted for the work experience, as may specialized post-graduate education.
4. Experience working with elderly and functionally impaired clients and caregivers is desirable.