Position: Intake Coordinator (Bilingual) **–** Client Support Services
Exempt/Non-Exempt: Non-Exempt
Hours/Week: 40
Hourly Wage Range $22.50- $25.00
Reports To: Client Support Services Manager

About Valley Outreach: Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing, or help navigating resources during challenging times. Our programs include a food shelf, clothing program, and client support services. Our volunteers, donors, and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

Position Summary: The Intake Coordinator leads the daily operations of the client lobby and takes ownership of intake processes, volunteer engagement, and human services interns. This role ensures a welcoming, efficient, and equitable client experience while building and sustaining a strong intake team. The Intake Coordinator serves as the primary leader for intake volunteers and interns, developing training, refining processes, and fostering a culture of inclusion and service excellence. Fluency in **Spanish, Karen, or Hmong** required.

Valley Outreach offers a competitive benefits package, including a low-deductible medical and dental plan (with 90% of the premium paid by the organization), and a low-cost vision insurance plan. Valley Outreach also provides short term disability coverage, a Simple IRA, a flexible spending account, an employee assistance program and PTO in addition to paid holidays.

Essential Duties & Responsibilities

Lobby Management

- Oversee and manage the client intake lobby during service hours, ensuring a professional, welcoming, and efficient environment.
- Take ownership of intake processes, continuously evaluating and improving systems to enhance client experience and operational efficiency.
- Develop, implement, and document intake procedures ensuring consistency and quality across the team.
- Ensure the lobby is always presentable and functional by preparing necessary intake documents and supplies, maintaining cleanliness, troubleshooting technical issues, and ensuring doors are locked at closing time.

Volunteer and Intern Coordination

- Lead recruitment, onboarding, and retention of intake volunteers and interns.
- Provide ongoing coaching, mentorship, and leadership to intake volunteers and interns, fostering a supportive and high-performing team.
- Design and deliver monthly role-play and scenario-based training sessions to strengthen volunteer and intern skills.
- Create and maintain updated training materials and manuals as intake processes evolve.
- Serve as the primary point of contact for intake volunteers, ensuring they feel supported, valued, and equipped to succeed.
- Lead intake participation in the annual intake process planning and implementation.

Client Support and Community Outreach

- Provide direct client assistance and support to enroll clients in Valley Outreach services ensuring compassionate and culturally responsive support.
- Partner with the CSS Team to coordinate outreach events and community engagement activities.
- Build and cultivate new community partnerships that amplify client voices and promote diversity, equity, and inclusion.
- Provide language support to case managers through phone coverage support, triaging client needs, assessing program eligibility, and connecting individuals to community resources.

Program and Team Engagement

- Develop a strong understanding of all Valley Outreach Programs to connect clients to services.
- Collaborate across departments to ensure intake services align with Valley Outreach's mission and values.
- Provide backup support to other program staff as needed.
- Participate in staff meetings, program team meetings, client support services team meetings, and ongoing professional development/training opportunities.

Other Duties as Assigned

Expectations and Work Experience

- Demonstrated ability to lead in a fast-paced environment, shifting priorities thoughtfully and effectively.
- Commitment to racial equity and social justice and willingness to be actively engaged in ongoing equity work.
- Proven ability to build and sustain strong, collaborative relationships across diverse teams and communities.
- Experience supervising, training, or coordinating volunteers and interns.
- High level of personal and professional integrity, including the ability to protect and maintain confidentiality.
- Detail oriented and demonstrated computer application proficiency, including experience with Microsoft Office and databases.

Physical Requirements

- Ability to safely and successfully perform essential job functions consistent with ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance and work a schedule that includes evening hours.
- Ability to remain standing for long periods of time, and occasionally lift up to 50 pounds.

Application Process

To apply for this position: Please submit a resume and cover letter to jobs@valleyoutreachmn.org and place *Intake Coordinator (Bilingual) – Client Support Services* in the subject line.

Please note – we will only be responding to qualified applicants.

The hiring process will include:

- Review of application materials (please include your phone number and email address).
- Phone screening for candidates who most closely meet the requirements of the position.
- In-person interview with key team members; a second conversation if needed.