



POSITION ANNOUNCEMENT

Intake Coordinator

About Us

La Casa de Don Pedro, Inc. (LCDP) was founded in 1972 by a group of local activists seeking to establish educational and charitable programs to meet the needs of Newark's Puerto Rican community.

Named in honor of Don Pedro Albizu Campos, LCDP has since evolved to become the largest Latinx-led organization in the state of New Jersey, serving 50,000 Newark and Essex County residents annually under three central pillars: Early Childhood (Prenatal, Early Head Start, Head Start, and Pre-K); Healthy Homes (Low Income Home Energy Assistance Program, Weatherization, Lead Remediation/Abatement); and Community Empowerment (Women & Family Center, Immigration, Workforce Readiness, Youth Enrichment, Housing & Home Ownership Support, and Community Organizing). For more information, please visit www.lacasadedonpedro.org and be sure to follow @lacasanwk on all social media platforms.

Who We Seek

La Casa de Don Pedro is seeking an Intake Coordinator to oversee and enhance the intake process within the Community Empowerment pillar. This position is responsible for supervising intake operations, training staff, ensuring accurate data collection, and maintaining efficient workflows using a cloud-based case management system. The Intake Coordinator plays a key role in streamlining intake procedures to ensure seamless service delivery to community members.

Duties and Responsibilities

Supervision & Training

- Develop and lead Case Management Intake unit.
- Interview candidates for Intake Specialist vacancies.
- Supervise, mentor, and support 2-5 intake specialists and other relevant staff.
- Develop and implement best practices for the intake process, ensuring consistency and efficiency.
- Train intake staff on proper client engagement, data collection, and case documentation.
- Provide ongoing professional development opportunities to improve staff skills and effectiveness.

Case Management & Reporting

- Ensure all client data is accurately recorded in the cloud-based case management system.
- Maintain compliance with data protection laws and organizational confidentiality policies.
- Develop and generate reports on client demographics, services requested, and service outcomes.
- Utilize data insights to improve intake processes and identify service gaps.

Process Management & Coordination

- Oversee and continuously refine intake procedures to improve efficiency.
- Ensure compliance with program eligibility criteria and funding requirements.

- Coordinate with internal departments and external partners to streamline client referrals.
- Address client concerns and escalations, ensuring a high level of participant service delivery.
- Maintain database of required client information; collecting, monitoring and reporting outcomes and other identified statistical data quarterly to management team.
- Develops graphs and charts based off data.
- Creates weekly and monthly intake census and maintains and distributes data to management team.
- Navigate referrals throughout database.

Educational, Required Skills and Experience Requirements

- Master's Degree in Social Work, Human Services, Public Administration, or a related field preferred. Equivalent experience will be considered.
- At least 3-5 years of experience in social services, client intake, or case management.
- 2+ years of supervisory experience overseeing intake or case management staff.
- Strong knowledge of cloud-based case management systems (e.g., Apricot, Salesforce, or similar).
- Excellent leadership and training capabilities.
- Strong organizational and time management skills.
- Advanced proficiency in Microsoft Office Suite and data management tools.
- Ability to handle sensitive information with discretion and professionalism.

Work Environment

- This position operates in a professional office setting with regular interaction with clients and staff.

Physical Requirements:

- Ability to walk, stand, and climb stairs or ladders if necessary.
- Ability to lift up to 20 pounds.

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Compensation, Schedule, and Other Information:

- **Employment type:** Full-Time
- **FLSA status:** Exempt
- **SOC code:** 15-2051
- **Reports to:** Managing Director of Community Empowerment
- **Schedule:** Monday – Friday; 9:00am to 5:00pm. Ability to work evenings, weekends and when necessary to attend community meetings and events.
- **Compensation:** Annual salary of \$75,000 - \$80,000 based on experience and expertise.
- **Fringe Benefits:** Health, employee assistance program, Teladoc, vision, dental, paid time off, paid sick leave, life insurance and 401k retirement plan offered.

To Apply

- Please send a resume along with a thoughtful cover letter via e-mail to careers@lacasanwk.org with “Intake Coordinator” in the subject line.
- No telephone calls. Only candidates considered for an interview will be contacted.

La Casa de Don Pedro, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to a person's race, color, religion, sex (including pregnancy, childbirth, or related conditions, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information. We encourage candidates from historically underrepresented backgrounds to apply.