



Job Description

TITLE:	Juvenile Intake Specialist	JOB CODE:	3880
DEPARTMENT:	Juvenile Services	FLSA:	Non-Exempt
PREPARED:	November 2005	UPDATED:	August 31, 2020

Summary: Under limited supervision, counsels and aids individuals and families requiring assistance of the Youth Services Program.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Interviews clients with problems such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments; assesses the nature and degree of problem.
- Secures information such as medical, psychological, and social factors contributing to client's situation, and evaluates these and client's capacities.
- Determines the level of counseling required; counsels client individually, in family, or in other small groups regarding plans for meeting needs, and aids client to mobilize inner capacities and environmental resources to improve social functioning.
- Helps client to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and client's part in creating them.
- Refers clients to community resources and other organizations.
- Compiles records and prepares reports.
- Reviews service plan and performs follow-up to determine quantity and quality of service provided client and status of client's case.
- Accesses and records client and community resource information.
- Secures supplementary information such as employment, medical records, or school reports.
- Determines client's eligibility for financial assistance.
- Continues regular client tracking through the database system.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of the principles and practices related to juvenile and social services programs.
- Knowledge of laws and regulations related to juvenile and social programs.
- Knowledge of safety and security policies and procedures.
- Knowledge of County policies and procedures.
- Skill in collecting and researching information gathered through interviews and documentation.
- Skill in solving problems in a timely manner.
- Skill in communicating effectively, both orally and in writing, and in maintaining confidentiality.
- Skill in planning and organizing work to meet deadlines and established objectives.

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Juvenile Intake Specialist

- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in planning and implementing plans and programs.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.
- Skill in the use of a personal computer and standard business software.

Education and Experience

- Bachelor's Degree in Psychology or Sociology and two (2) years of social service and counseling experience.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____