



Milwaukee Family Intervention Services and Stronger Families Milwaukee
Intake Specialist-Bilingual (English/Spanish)

Position Description:

This position is a full-time, salaried position that will work with the Milwaukee Family Intervention Services (MFIS) Project and Stronger Families Milwaukee (SFM) program. They will report directly to the Child Welfare Program Manager. The intake specialist is the initial point of contact and must be available to accept referrals from parents, caregivers, or legal guardians (MFIS) and from DMCPs (SFM) between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday, excluding weekends and state holidays. This is a full-time, 40 hours per week salaried (range: \$38-40K) position.

Essential Duties and Responsibilities:

Stronger Families Milwaukee

1. Monitor referral email inbox
2. Call families referred by DMCPs within 48 hours to provide a description of the program and confirm interest in enrolling.
3. Communicating families interested to Program Manager to ensure families are assigned to a worker or placed on waitlist
4. Complete tracking in Charity Tracker database and spreadsheets

Milwaukee Family Intervention Services

1. Answer referral line and provide a brief description of the program and services offered
2. Assisting callers with completing the online intake form
3. Collect basic information to determine if the family is appropriate for an assessment
4. Screening intake information to determine if the family is an appropriate fit to proceed with an assessment.
5. Provide appropriate community resources to those either determined MFIS is not appropriate or not agreeable to the assessment.
6. Will be trained in Parenting Love and Limits (PLL) Intervention to properly provide information to families
7. Assisting with CHIPS/JIPS assessments as needed

All department/programming duties:

1. Attend biweekly program meetings to discuss on-going case management with families in the program.
2. Attend all PPI department and agency-wide staff meetings along with supervisory meetings.
3. Participate in other required staff training.
4. Other duties as assigned.

EDUCATION and/or EXPERIENCE:

Intake Specialist must possess at a minimum, a High School diploma/GED and receive basic training to ensure engagement occurs at first contact. Mental health knowledge and/or clinical experience is preferred. Bilingual (English/Spanish) required.

OTHER SKILLS REQUIRED:

Basic computer operational skills required. Experience in Microsoft Suite of products preferred. Strong interpersonal skills for engaging with families at contact. Strong organizational and time management skills. Ability to maintain confidentiality of written or verbal information. Ability to work in a fast-paced environment. Must be able to lift 50 pounds.