



POSITION ANNOUNCEMENT

Bi-Lingual (Spanish) Intake Specialist **December 22, 2021**

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a **Bi-Lingual (Spanish) Intake Specialist** to ensure the provision of a welcoming point of entry for all telephone and walk-in inquiries for services, and to coordinate agency efforts to provide quality service accessibility to Spanish-speaking individuals and families.

Responsibilities:

1. Performs duties of implementing a centralized intake system for the agency to include providing a welcoming point of entry for all telephone and walk-in inquiries for services, gathering all appropriate intake information, matching and scheduling clients to appropriate agency services and working collaboratively with other agency departments to ensure a smooth entry into services for clients. Maintains all incoming calls, inquiries, and referrals received on Spanish Line.
2. Provides quality, culturally sensitive, respectful services to a diverse client population.
3. Maintains harmonious relationships with community organizations by providing professional liaison concerning specific cases, by providing consultation and advocacy when appropriate, and by representing the agency in assigned community projects.
4. Participates on the Counseling Services team and performs other activities, duties or assignments as may be needed for effective agency functioning.
5. Maintains positive relationships with agency and team staff. Contributes to team cohesiveness, team spirit and solidarity and willingly consults and collaborates with other staff.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. A minimum Bachelor's degree in psychology, social work or related field.
7. Fluent in both written and spoken English and Spanish

Send resume and letter to:

Human Resources
Family Service of the Piedmont
902 Bonner Drive
Jamestown, NC 27282

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER