

FEEDING PETS OF THE HOMELESS®

INTAKE SPECIALIST

JOB DESCRIPTION

Rev. 02/2023

Title: Intake Specialist
Reports To: Executive Director
Department: Office Administration/Emergency Veterinary Care
Location: Carson City, NV Headquarters
Classification: Non-Exempt Hourly, 40 hrs. per week. M – F 8:00 am to 4:30 pm
Two 10-minute breaks and 1/2 hour lunch

Feeding Pets of the Homeless® is a national non-profit 501c3 organization that provides pet food and emergency veterinary care assistance to pets whose owner is experiencing homelessness.

Job Summary

The Intake Specialist will be responsible for developing, facilitating services, and communicating with veterinary offices to address the needs of a pet owned by a homeless person.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Daily:

- Interacting with homeless and individuals via phone to assess their needs for veterinary care. Determine eligibility based on FPOTH homeless and Veteran criteria.
- All case data to be documented in Access database, i.e., owner/pet info, exam, treatment approvals with attention to detail. Follow internal procedures.
- Coordinate with veterinary offices; cold call veterinarians establishing new partners; communicating FPOTH ER Policy & Procedures.
- Request photos of pet and save pictures of pets and other relevant photos in the proper location naming accordingly
- Keep message portal updated with name, notes. Monitor to see all calls are attended to.

Weekly:

- Write a minimum of 1 story, deadline every Friday
- Review and follow up of cases
- Give list of payments necessary to CC holder.

Monthly:

- Attend Staff Meetings; prepare reports
- Attend CAAN meeting on rotation

As Necessary:

- Attend Wellness Clinics
- Special projects as needed

SKILLS AND SPECIFICATIONS:

- Minimum 2 years social work experience
- Veterinary office experience a plus
- Bilingual preferred
- All Windows 10 Office programs, Word, Excel, Outlook, Access
- QuickBooks
- Internet Search Engines
- Ability to maintain and respect confidentiality
- Ability to self-direct
- Attention to detail
- Effective stress coping skills
- Be patient with client and circumstances
- Respect cultural, social and racial differences
- Minimal personal phone calls

ESSENTIAL PHYSICAL REQUIREMENTS:

- Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods at a keyboard/workstation.