

POSITION DESCRIPTION

Intake Specialist

Organization: Veterans Center

Program: Fair Housing – Private Enforcement Initiative

Reports To: Program Director – Fair Housing

FLSA Status: Exempt

Pay/Grade Equivalent: \$45,000 – \$65,000

Collaborates With: Program Director

1. POSITION SUMMARY

The Intake Specialist serves as the first point of contact for individuals seeking assistance regarding potential fair housing violations. The position is responsible for receiving, documenting, and preliminarily assessing complaints to determine jurisdiction, protected class basis, and eligibility for further review.

The Intake Specialist ensures accurate documentation, neutrality, and procedural consistency in complaint intake.

2. MAJOR DUTIES AND RESPONSIBILITIES

2.1. Complaint Intake & Documentation (20%)

- Conduct intake interviews via phone, virtual, or in-person formats.
- Collect relevant facts and supporting documentation.
- Identify alleged discriminatory actions and protected class basis.
- Draft intake summaries and enter information into case management system.

2.2. Jurisdictional Screening (20%)

- Determine whether allegations fall within fair housing protections.
- Assess timeliness and statutory coverage.
- Identify potential referral needs when outside jurisdiction.

2.3. Client Guidance & Neutral Information (15%)

- Provide neutral explanation of fair housing rights and complaint process.
- Maintain professionalism when interacting with distressed or vulnerable individuals.
- Ensure confidentiality and privacy protections.

2.4. Case File Preparation

- Organize intake documentation for Investigator review.

- Flag urgent or time-sensitive matters.
- Maintain accurate and secure case records.

2.5. Data & Reporting Support (10%)

- Track intake trends and demographic data.
- Assist with intake metrics reporting.
- Coordinate with Data Analyst for pattern identification.

3. KNOWLEDGE REQUIRED

- Knowledge of the Fair Housing Act and protected classes
- Investigative or compliance experience
- Interviewing and documentation skills
- Experience with case management systems
- Ability to maintain confidentiality and neutrality

4. COMPLEXITY

The work involves evaluating varied and sometimes unclear allegations of discrimination and determining whether facts support jurisdiction under fair housing laws.

Assignments require:

- Identifying protected class elements
- Distinguishing between service complaints and legal violations
- Managing emotionally sensitive situations
- Ensuring procedural neutrality

Complexity increases when allegations involve multiple protected classes, disability accommodations, or language barriers.

5. SCOPE AND EFFECT

The purpose of the work is to ensure accurate and consistent intake of discrimination complaints and proper routing for investigation or referral.

The quality of intake directly affects:

- Timeliness of investigations
- Accuracy of enforcement review
- Protection of complainant rights
- Organizational compliance posture

Incomplete or inaccurate intake documentation may delay investigations or weaken case defensibility.

6. SUPERVISORY CONTROLS

- The Intake Specialist works under the supervision of the Fair Housing Compliance Lead or Investigator, who establishes intake procedures and screening criteria.
- The supervisor provides established guidelines and policies for intake processing. The Specialist independently conducts intake interviews, documents allegations, and prepares case files for review.
- Work is reviewed for accuracy, completeness, and adherence to procedural standards rather than continuous oversight.

7. MINIMUM QUALIFICATIONS

- Bachelor's degree OR equivalent experience in housing, compliance, social services, or legal support.
- Minimum two (2) years of experience in client intake, case documentation, or compliance support.
- Strong documentation and communication skills.
- Working knowledge of fair housing protections preferred.

8. PREFERRED QUALIFICATIONS

- Experience in fair housing, civil rights, legal intake, or regulatory compliance environments.
- Familiarity with the Fair Housing Act and protected classes.
- Experience working with diverse populations, including individuals with Limited English Proficiency (LEP) or disabilities.
- Bilingual proficiency preferred.
- Experience using case management or complaint tracking systems.
- Training in trauma-informed communication or conflict de-escalation techniques.

9. WORK ENVIRONMENT

Hybrid/Remote. Travel up to 15% for HUD monitoring

10. KEY COMPETENCIES

- Strategic relationship building
- Negotiation & diplomacy
- Cross-sector collaboration
- Analytical reporting
- Cultural competency



- Program evaluation
- Communication & facilitation