


# Intake & Engagement Supervisor

**Key Information**

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| Reports To: | Intake & Engagement Senior Manager |
| Location: | Kent |
| Supervises: | Intake & Engagement Specialists |
| Pay Range: | $28 - $33 \| Hourly DOE |
| Job Classification: | FT, Non-Exempt |

**About Vine Maple Place (VMP)**

VMP, established in 2000 as a 501c3 nonprofit working with single parents and their children to break the generational cycle of homelessness. Serving families who are homeless or facing eviction, our commitment is to end homelessness in South King County. Over the past 14 years, our signature Stable Families program has grown, serving from 68 parents and children to nearly 5,800 individuals annually. Our programs focus on preventing homelessness or assisting families off the streets to become safe, stable, and equipped with new skills to permanently leave homelessness. Families achieve great success, becoming safe, stable, and self-sufficient; 95% are stably housed upon exiting the program, with 92% maintaining their housing a year later. Our evidence-based, client-centered services are delivered at two Family Hope Centers. As a community and faith-based organization, we rely on the thousands of volunteer hours and donations that make our work possible. Due to the homelessness crisis in King County, VMP is expanding to serve more families in need.

## Job Summary

The Intake & Engagement Associate Manager (IEAM) oversees the day-to-day intake operations at the Kent location, including initial phone/application screening, scheduling clients, conducting UAs and launching clients into the VMP programs. The IEAM supervises and leads the intake team members working out of the Kent location which includes reviews, disciplinary actions and staff coaching. The IEAM also tracks, compiles, analyzes and reports for the Intake activities for all VMP locations, including number of calls for help and client demographics. The IEAM audits the database, ensuring client profiles are set up and processed correctly. The IEAM conducts needs assessments to determine the highest needs clients are served. Additionally, the IEAM maintains referral resources in the community, ensuring that the Intake Team has updated information on other local services to share with clients in need.

## Responsibilities

- Leads the Intake & Assessment process for the Kent office, ensuring prospective families are appropriately screened, assessed, and connected to program services.
- Supervises and supports the Intake & Engagement team, providing coaching, guidance, and feedback to maintain consistent, trauma-informed service delivery.
- Collaborates with Program Managers and Specialists to coordinate client transitions, address barriers, and maintain timely, accurate workflows.
- Monitors data quality and reporting to ensure compliance, efficiency, and continuous improvement within intake operations.
- Conducts and oversees phone and walk-in screenings with individuals and families experiencing homelessness, domestic violence, or other crises.
- Provides information, resources, and referrals using trauma-informed care and motivational interviewing practices.

- Facilitates client launches, including completing intake paperwork, collecting confidential UAs, assessing rent reasonability, and introducing clients to program staff.
- Maintains current community resource lists and ensures the Intake Team can effectively connect clients to appropriate supports.
- Oversees annual follow-up calls one-year post-exit to gather and report on client outcomes.
- Activates and maintains accurate Client Profiles in the electronic database; assigns specialists and ensures complete documentation from entry through exit.
- Audits client records regularly to maintain data accuracy, consistency, and program compliance.
- Tracks and compiles phone screen and demographic data, preparing monthly and quarterly reports for leadership.

**Qualifications**

*Minimum Qualifications*

- Have a personal relationship with Jesus Christ and agree to the VMP Statement of Faith.
- Passionate about helping families overcome the trauma of homelessness.
- Work effectively with a diverse team; demonstrating cultural awareness and sensitivity to the needs of clients, staff and volunteers from varied cultural and economic backgrounds.
- Bachelor's degree in social work, counseling, or a related social services field; or an equivalent combination of education and experience.
- 2–5 years of experience providing services to at-risk and culturally diverse populations, particularly families with children.
- Experience with client recruitment, assessment, program referrals, records maintenance, and appointment coordination, including use of electronic databases (e.g., client or case management systems).
- Intermediate skills in Microsoft Office (Word, Excel, Outlook), internet navigation, and general computer use.
- Strong interpersonal and communication skills, with the ability to engage clients using trauma-informed care and motivational interviewing, and to respond sensitively to those impacted by homelessness, poverty, domestic violence, and related challenges.
- Ability to assess urgency of client needs, prioritize effectively, and manage multiple tasks in a fast-paced environment.
- Must pass and maintain an acceptable background check.

## Why You'll Love Working Here:

- Competitive compensation
- Generous paid time off, including vacation and sick leave
- Medical, dental, and vision insurance for eligible full-time employees
- 401(k), with match
- Meaningful mission
- Collaborative culture

The above is intended to describe the general content of, and the requirements for, satisfactory performance in this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements of this position. Other duties may be assigned.

**Send all Inquiries, Resumes and Cover Letters to: info@vinemapleplace.org**