



**Job Title:** Intake Specialist, Kipuola

**Reports to:** Operations Manager, Kipuola

**Education:** High school diploma or equivalent required; degree in social work or related field preferred

**Salary:** \$60,000

**Position:** Full-Time, Exempt

**Schedule:** Full-time, occasional evenings & weekends may be required

**Location:** Maui Offices in Kahului and Lahaina

### **About Kauhale Management Services:**

Kauhale Management Services is committed to empowering individuals and families through housing stability, workforce development, and community-based support. We believe that every person deserves the opportunity to thrive, and we work to remove barriers to employment, education, and financial mobility through culturally responsive and trauma-informed services.

### **Job Description:**

HomeAid Hawaii's Kauhale Management Services program is seeking an Intake Specialist to focus on land asset and property management functions of operating the Kipuola Kauhale in Kahului, Maui. HomeAid Hawaii will ensure residents are safe, stable, and working toward achieving improved health and well-being through an array of services provided by partner organizations who oversee and provide specialized services to residents.

We are seeking a compassionate and dedicated individual to join our team. The team is responsible for the daily 24/7 operations and maintenance of the site and surrounding community areas, ensuring a safe, clean, and supportive environment for all employees, contractors, service partners, and residents. This role involves direct interaction with residents and collaboration with other staff members to provide comprehensive support. Prior experience working with disadvantaged populations is strongly preferred.

### **Duties & Responsibilities:**

- Maintain client records and ensure confidentiality.
- Ensure the safety and cleanliness of the Kauhale facilities, including shared areas and communal facilities.
- Collaborate with volunteers to coordinate activities and events.
- Work with local community resources and social service agencies to provide information and resources to residents.
- Maintain a respectful, empathetic, and non-judgmental approach towards all residents.
- Assist in daily operations of the site, including cleaning and maintaining supplies.
- Provide crisis interventions and connect residents to emotional support resources.



- Ensure the safety and security of all residents by following standard operating procedures.
- Address conflicts or disturbances within the facilities.
- Participate in staff meetings and professional development opportunities.
- Report on any maintenance issues to the Operations Manager.
- Ensure residents and staff adhere to facilities rules and regulations.
- Maintain accurate records of policy violations, incidents, or concerns.
- Monitor and manage inventory of essential supplies.
- Conduct periodic checks of the premises to ensure safety.
- Respond to security incidents or emergencies following established protocols.
- Secure all entrances and exits and perform facility checks.
- Assist in monitoring and controlling expenditures.

#### **Qualifications:**

- Prior experience in a similar role preferred.
- Strong interpersonal and communication skills.
- Ability to manage stressful situations with sensitivity and professionalism.
- Basic knowledge of social services and resources.
- High school diploma or equivalent required.
- Active State of Hawaii driver's license with clean driving abstract.
- Strong organizational skills with attention to detail.
- Ability to work independently and collaboratively in a team environment.
- Commitment to HomeAid Hawaii's mission and values.

#### **Physical Requirements:**

- Ability to sit at a desk and use a computer for extended periods.
- Ability to work in the field, including standing, walking, bending, reaching, and lifting of items up to 25 lbs.
- Ability to operate general office equipment such as computers, printers, photocopiers, scanners, phone systems, postage meters, etc.
- Hand-eye coordination and manual dexterity to use office equipment and handle paper-work.
- Visual acuity to read printed and electronic documents and computer screens.
- Ability to communicate verbally and in writing.
- Hearing and speaking abilities for in-person, phone, and video conversations.