



Position Title: Outreach & Intake Coordinator

Reports To: Community Program Manager

Position Type: Full-time/Non-Exempt/In-person

For over 50 years, The Harbour, Inc. has provided emergency housing, transitional living programs, and supportive resources to youth experiencing homelessness in the Chicagoland region. We are seeking a collaborative, open-minded, and creative professional to join our quest to empower youth, promote individual safety, stability, and personal growth, and build an innovative workplace culture.

General Summary:

The Outreach & Intake Coordinator is responsible for coordinating outreach efforts, overseeing intake processes, and serving as a primary connection between The Harbour and community partners. This role ensures youth are connected to services in a timely and supportive manner while providing guidance to outreach staff and supporting implementation of strategic outreach initiatives.

Direct Service:

- Provide outreach to youth and stakeholders through in-person, phone, and community-based engagement
- Lead implementation of outreach strategies and annual outreach plan and gateway services across community partners
- Utilize trauma-informed and youth-centered approaches in all interactions

Documentation:

- Ensure completion and accuracy of intake assessments and outreach documentation
- Monitor documentation for timeliness and quality
- Track outreach activities, partnerships, and program outcomes
- Support completion of stakeholder satisfaction surveys annually

Teamwork:

- Serve as a primary point of contact for partner agencies
- Represent The Harbour in partnership meetings and community collaborations
- Provide guidance and support to the Community Outreach Worker, including coordination of outreach efforts and scheduling
- Collaborate with internal teams and external partners to strengthen referral pathways
- Participate in team meetings and cross-functional coordination

Professional Growth:

- Participate in agency trainings and professional development opportunities
- Stay informed on best practices in outreach, youth engagement, and community partnerships
- Participate in supervision, trainings, and professional development opportunities
- Stay informed on best practices in outreach, intake, and youth engagement

Other duties that support the mission of our agency

Requirements:

- Bachelor's degree required
- Experience in outreach, intake, or youth services preferred
- Previous experience providing guidance or leadership to staff preferred
- Excellent verbal and written communication skills
- Strong organizational skills
- Ability to build positive relationships with youth, staff, and community partners
- Ability to present information to groups with confidence and professionalism
- Ability to work as part of a multidisciplinary team
- Computer proficiency
- Flexibility in scheduling, some nights and weekends may be required
- Ability to lift up to 25 pounds and move items as needed
- Valid Illinois driver's license, current auto insurance, and a reliable vehicle required

Compensation & Benefits Package

The Harbour, Inc. offers a comprehensive package including competitive pay and benefits to attract and retain the best talent to further the Agency's mission. **Salary:** \$47,000-\$53,000

Required Background Check:

Employment at The Harbour, Inc. is contingent on passing a background check. All candidates must undergo and pass a background check before an employment offer is extended.

The Harbour, Inc. is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, age, marital status, physical or mental disability, protected veteran status, genetic information, or any other legally protected status, in accordance with applicable federal, state and local EEO laws.