



Intake and Program Assistant

Background

Founded in 1988, Bridge Communities (Bridge) is DuPage County's largest provider of transitional housing and supportive services for families facing homelessness. At present, Bridge owns and operates twenty-six apartment buildings in 7 DuPage villages, with 160 total apartments. Bridge's headquarter office is in Glen Ellyn. Bridge serves over 110 families facing homelessness annually, with Program staff providing intake and referral, case management, employment coaching, children's services, nutrition counseling, donated vehicles, mental health payments, and more in a two-generation model working to break the cycle of poverty.

Bridge has a unique business model with faith-based and community-based organizations providing both financial support and volunteer mentors for families. Bridge has a history of collaborations with employers, public schools, medical and behavioral health, legal services, local and county government, and recreational service partners to provide holistic scope of support to families with warm reception. A strong fundraising and resource development team that has created diversity of funding streams and high donor retention. In Fiscal Year 2026, Bridge had a \$5.8 million operating budget, \$21 million in net assets, with \$6 million endowment and 31 employees.

Job Summary

The Intake and Program Assistant is responsible for providing support to the Intake functions at Bridge Communities, as well as providing administrative services for program leadership staff and general office management.

The position serves as the first point of contact for potential clients and office visitors. This includes greeting office guests, answering calls from those seeking assistance, completing eligibility applications, providing resources, and assessing for appropriateness for the Transitional Housing Program. The position requires clear and concise communication, empathy, and comfort with trauma-informed language and practices. To thrive in this role, you must be detail-oriented, enjoy talking on the phone, asking probing questions, be highly organized, and comfortable using Microsoft and Adobe products and documenting client information into an online database (Salesforce). The ideal candidate will enjoy a wide range of responsibilities ranging from direct client services to administrative support to database management.

The Intake and Program Assistant is a 40-hour per week, salaried non-exempt position. This position will typically work 9:00 am – 5:00 pm but will occasionally work outside of normal business hours. This position works at the organization's headquarters in Glen Ellyn and is expected to be in the office five days a week.

Responsibilities

Client Intake Responsibilities: 60%

- Manage service inquiries from phone calls, emails, and walk-ins in a professional manner using trauma-informed language and practices
- During Intake Eligibility screening assess prospect's eligibility for the Transitional Housing Program, including referring prospect to specific, appropriate services and advocate for their needs
- Create, modify and update Intake prospect digital (Salesforce) records according to client progress in Intake process
- Continually review and update Eligibility Wait List with email, text and phone calls to awaiting prospects
- Collaborate with Intake Specialist and other internal departments to compile prospect information for review at weekly staff meetings
- Crosstrain to serve as secondary Intake staff person to conduct detailed applications and in-person interviews, complete third-party verifications and synthesize client information to present at weekly staff meetings
- Communicate any client-related issues or concerns to the Intake Specialist or Associate Director of Program Housing

Administrative Program Support and Office Management Responsibilities: 40%

- Manage Intake and Program workshop and event documents and binders are up to date, printed, and stocked sufficiently
- Complete tenant income certification (TIC) forms on an annual basis for fair housing and grant compliance requirements – approximately 50 per year
- Monitor and order office, kitchen, and Program supplies, staff and volunteer meeting meals, and gift cards
- Serve as liaison with office equipment and service vendors
- Serve as recordkeeper for all agency directories, agendas/minutes, and calendars
- Open and distribute mail
- Manage program workshop and event registrations, communications and preparation of materials
- Provide requested administrative support to program leadership staff

All Bridge Communities staff are expected to demonstrate in their performance the agency's identified Core Competencies: Service to Mission, Stewardship, Leadership, Innovation, and Collaboration. Staff is also expected to believe in and demonstrate our agency values of Partnership, Hope, Integrity, Respect, and Empowerment.

All Bridge Communities' staff adhere to the highest ethical standards in management, governance, and fund development. Convey a professional and positive image and attitude regarding Bridge and NFP sector. Demonstrate commitment to professional growth and development. Demonstrate commitment to strengthening Bridge Communities' policies and practices as they relate to equity and belonging.

Qualifications for Intake and Program Assistant

1) Education and Experience

- a) Associate degree required, bachelor's degree preferred (or equivalent experience in a related field)
- b) At least 2 years of working in a social services organization serving in an administrative or direct client service role
- c) Paid or volunteer experience working with a diverse population serving those that have experienced trauma, homelessness, abuse, or have otherwise been marginalized
- d) Possess or be willing to obtain an understanding of Fair Housing Act, McKinney-Vento Homeless Assistance Act, Violence Against Women Act, and other relevant laws
- e) This position is salaried, non-exempt with an annual salary range of \$53,000 - \$57,000 depending on years of experience and Spanish language skills

2) Knowledge and Skills

- a) Superior computer skills in *Microsoft Office* and *Adobe Acrobat*, as evidenced through completion of online skills assessment testing
- b) Prior use and understanding of a data entry system, such as *Salesforce/Birdseye* or HMIS, preferred
- c) High attention to detail so to accurately record information for required prospect and staff digital and paper documentation
- d) Ability to set priorities and work with little supervision and collaborate with peers and leadership
- e) Exceptional listening and verbal communication skills
- f) Demonstrate an understanding and commitment to the organization's mission, vision, and core values
- g) Ability to use de-escalation and conflict-resolution skills and establish and maintain professional boundaries when working with those served
- h) Demonstrate an ability to adapt to demanding, high-paced environments, and changes in processes and responsibilities.
- i) Demonstrate an understanding of the needs of diverse populations, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness
- j) **Fluency in Spanish is preferred. A one-time stipend ranging from \$1,000 - \$2,000 will be given to those that demonstrate proficiency to fluency in Spanish.**

While performing duties of this position the employee will be required, on occasion, to lift up to 25 pounds and to climb stairs. A valid Illinois Driver's License, auto insurance and ability to travel locally are required.

To Apply:

- Browse our website www.bridgecommunities.org to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your case for your candidacy. **Resumes submitted without a cover letter will not be considered.**
- Email your cover letter and resume to Kelly.mannion@bridgecommunities.org.
- Candidates whose backgrounds are a strong fit with our requirements and have followed the explicit instructions can expect contact within 10 business days of application deadline. No follow-up phone calls or emails please. Application deadline is **May 6, 2026.**
- Please do not supply references at this time. No phone inquiries or follow-up, please.

Bridge Communities is an equal opportunity employer. It is our policy to grant equal employment opportunity to all qualified individuals without regard to race, color, age, national origin, sex, religion, pregnancy, ancestry, disability, sexual orientation, marital status, military or veteran status, or any other status protected by applicable federal, state, or local laws. This policy pertains to all personnel actions including, but not limited to recruitment, evaluation, selection, promotion, compensation, and termination.