

EMPLOYMENT OPPORTUNITY

Coordinated Entry Specialist

Represents Community Action of Skagit County in a professional capacity, including frequent interaction with the public, both on the telephone and in person. Obtains preliminary information from persons seeking assistance and directs to appropriate service. Completes Coordinated Entry intake and assessment for eligible households. Assumes confidentiality in all matters.

This is a full time position at 37.5 hours per week.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Acts as first point of contact for individuals and families with housing needs and other resources as appropriate.
2. Maintains a positive, service-oriented attitude at all times with the public, participants, volunteers, and coworkers. Interacts with participants in a respectful manner that fosters self-esteem and empowerment.
3. Conducts face-to-face and telephone interviews with individuals to identify proper resources and assistance to connect to those resources.
4. Conducts Coordinated Entry intake and assessment for homeless and at-risk households thoroughly and efficiently, with high attention to detail.
5. Work with 'Diversion' households to develop goals and overcome barriers to housing. This may include direct financial services or in some cases ongoing coaching conversations.
6. Is an active team player, stepping in to provide backup to Resource Center staff as needed, including, but not limited to vouchering and/or reception duties.
7. Provides a variety of direct services to the public, including Basic Food outreach and/or applications, and information and/or referrals to Community Action and partner agencies.
8. May provide translation services.
9. Maintains organized, thorough, and timely documentation of services provided, which will include daily database entries for participants served.
10. Attends Community Action staff meetings and other meetings and trainings as required.
11. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- AA Degree in Social Services or related field plus two years job-related experience working with the public, OR
- An equivalent combination of education and experience providing the skills, knowledge, and abilities to perform the work.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.
- Family Development Program Certificate within 6-months of employment.

Skills and Abilities

- Spanish/English bilingual strongly desired.
- Ability to perform accurate and timely data entry.
- Strong organizational and time management skills.
- Ability to coach others through goal setting.
- Ability to work effectively with a minimum level of supervision.
- Ability to establish and maintain effective working relationships with clients, coworkers, community partners, and the general public.
- Ability to maintain confidentiality and sensitivity to the needs and values of the diverse populations we serve, and to maintain professional boundaries at all times.
- Ability to defuse difficult situations.
- Proficient in Microsoft Office Suite applications, including Excel, Word, Access, PowerPoint, Publisher and Outlook programs.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

COMPENSATION AND BENEFITS:

Starting wage between \$18.78 - \$20.74 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 13 Paid Holidays per year
- Health club discounts

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at www.communityactionskagit.org

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
