

# JOB ANNOUNCEMENT

**(Please see end of document for application information)**

**POSITION:** Housing Referral Specialist (Program Specialist III)  
**DEPARTMENT:** Whatcom Homeless Service Center  
**REPORTS TO:** WHSC Manager  
**SALARY GRADE:** 5 (\$16.09 to \$20.11 per hour) \*  
 \*Candidate offers consider experience, qualifications and internal equity  
**FLSA STAUS:** Non-Exempt  
**SCHEDULE:** FT (40 hrs/wk; Monday-Friday; 8am-5pm)  
**LOCATION:** Cornwall Ave.  
**BENEFITS:** The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

**JOB SUMMARY:**

Manages system of client referrals to partner agencies. Analyzes enrollment assessment information and refers to appropriate external programs using housing pool database. Builds and maintains relationships with key community partners who accept referrals. Acts as lead worker for a mix of both temporary paid and volunteer staff. Maintains client confidentiality.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

1. Reviews completed assessments for incoming clients for the purpose of referring to appropriate internal and external housing programs. Monitors availability of housing partner agencies. Provides referrals to community resources for clients in housing pool database.
2. Communicates with clients about housing and other resources.
3. Represents agency at community events and trainings
4. Acts as lead worker, supervising the day-to-day work of volunteer or paid temporary staff positions, which may include providing input to their position descriptions and performance reviews.
5. May provide office reception including information and referral.
6. Conducts routine data entry duties, which includes, but is not limited to the Homeless Management Information System and WHSC housing pool database.
7. Provides administrative support to WHSC director and staff, including but not limited to: updating forms, maintaining file system, making meeting arrangements.
8. Trains community partners on coordinated entry system and programs.
9. Build and maintain relationships with community partners who accept referrals.

**OTHER RESPONSIBILITIES:**

1. Attends and participates in staff planning and operations related meetings.
2. Conducts vulnerability assessments and intakes with clients.
3. Develops policies and procedures.
4. Other related duties and special projects as assigned.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

Preferred experience working in an office environment, which includes spreadsheet creation and/or maintenance, data base management, record keeping duties, and/or regular contact with homeless clients and/or related service providers.

**SKILLS AND ABILITIES REQUIRED:**

1. Organizational and time management skills; ability to establish and maintain schedules and processes and prioritize tasks.
2. Record keeping skills, ability to obtain and maintain accurate, detailed notes.
3. Ability to act as a lead worker performing the same or similar duties.

4. Computer skills, including Word processing, database, spreadsheets and Web maintenance.
5. Written and verbal communication skills, including the ability to edit/proof read written documents.
6. Ability to learn and follow directions related to maintenance of office equipment and machines.
7. Ability to work with and maintain confidential information.
8. Spanish/English bilingual skills are preferred.

**WORKING CONDITIONS:**

Work is performed in an office with frequent interruptions, interacting with homeless and potentially homeless clientele, as well as with stakeholders and other community members. Work centers on moderately complex office systems and procedures, including data entry, word processing, creating spreadsheets, generating reports, inventory, filing and related clerical duties along with direct service to clients and procedures that require a high degree of confidentiality, tactfulness and respect for clients from a diversity of economic and ethnic backgrounds.

**JOB PURPOSE:**

Facilitates access to programs and services

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Provides direct services
- Builds and maintains relationships with clients and/or community partners
- Maintains client files and program/service records
- Performs data entry and tracking
- Responds to emergent issues with clients and/or community partners
- May assess needs based on program requirements

**OTHER RESPONSIBILITIES:**

- Other related duties as assigned

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- Two-year degree,
- One year of experience, or
- Year for year experience to replace degree

**SKILLS AND ABILITIES REQUIRED:**

**Competencies:**

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Organizing and planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Industry knowledge: understands the general workings of the industry within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base.
- Results orientation: maintains focus on outcomes and accomplishments; motivated by achievement, and persists until the goal is reached.
- Communicativeness: Recognizes the essential value of continuous information exchange and the competitive advantage it brings; actively seeks and shares information.

**Skills:**

- Solve practical problems
- Exchange basic information or data
- Interview to gather information
- Advise others on alternatives, options
- Coach and counsel
- Compose routine correspondence
- Maintain composure under pressure
- Exhibit solid judgment
- Perform arithmetic calculations

**Equipment:**

- Computer/laptop/printer
- Fax/scanner/copier
- Software programs, including databases
- Telephone

**PHYSICAL and SENSORY QUALIFICATIONS:**

R = rarely                      O = occasionally                      F = frequently

<b>Physical Activity</b>	<b>F</b>	<b>O</b>	<b>R</b>
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: <b>30 pounds</b>			
<b>Sensory Activities</b>	<b>F</b>	<b>O</b>	<b>R</b>
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			

**TO APPLY:**

Application and application instructions may be found at: [www.opcco.org](http://www.opcco.org). Paper copies of the applications may be picked up at: Opportunity Council 1419 Cornwall Ave. Bellingham, WA 98225

Applications must be received no later than **4:00 pm, Wednesday, March 20, 2019**

**A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE**