

JOB DESCRIPTION

Position Title	Program/Department	Reports to
Frontline Specialist	Housing	Intake Team Lead
Employment Status	FLSA Status	Effective Date
Full Time (40 hours)	Non-Exempt	9/14/2021

POSITION SUMMARY

Good Samaritan Ministries mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

The Front-Line Specialist position ensures that each guest looking for shelter, financial assistance, housing search support or other community resources is greeted in a warm dignified manner and offered pre-screening housing assistance. They positively impact guest experience by managing incoming inquiries, both phone calls and walk-ins, answering guest questions, making appropriate community referrals, prescreening housing applicants, and directing inquires to appropriate staff and services at Good Samaritan Ministries.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Receives and accepts calls and walk-in visits from Ottawa County residents experiencing a housing crisis, and provides screenings and assessments to determine program eligibility
2. Provides triage, assessment, and resources for those who do not meet federal definition of homelessness
3. Discuss and brainstorm potential solutions and resources and help create a plan with clear action steps for those who do not meet the federal definition of homelessness
4. Distribute housing search packets and make referrals to outside agencies
5. Collect and input data in the Homeless Management Information System (HMIS), within set time limits
6. Maintain appropriate boundaries with clients, staff, and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in communication
7. Secure documentation from participants and other agencies according to current standards
8. Conduct initial screening to assess appropriate service suggestions, set appointments for referrals
9. Maintains openness to supervision, which can include at least one shadowing experience per quarter, and at least one hour of bi-weekly face-to-face consultation with supervisor
10. Perform a variety of mathematical computations accurately as part of the assessment process
11. Route incoming phone calls to appropriate staff or outside organizations and ensure prompt reply to general inquiries about the services of GSM
12. Accepts and properly receipts all general GSM monies received (rent, Know Book, etc.)

13. Follows procedures for opening and closing the office and assist in response to medical emergencies or incidents per GSM policies when needed
14. Assists with housing intake related filing and record keeping
15. Provide support to fulfill other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- At least 1 year of related front desk/office experience
- Ability to interact with people of a diverse background
- Ability to maintain a calm and sensitive demeanor in stressful situations
- Ability to maintain professional relationships with community partners
- Ability to exercise sound judgment, work independently and handle multiple tasks
- Intermediate proficiency in Microsoft Office Suite applications
- Ability to communicate and respond to inquiries in an unbiased, professional manner
- Knowledge of community resources
- Ability to work within and office setting between Monday to Friday, 8:30am – 5pm
- Spanish language proficiency preferred

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with homeless households
- Experience in a non-profit organization
- A good knowledge of community resources

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Front-Line Specialist works in a professional office environment. While performing the duties of the job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc. and must be able to remain in a stationary position 80% of the time, and occasionally lift and move 25lb boxes unassisted. The employee will also constantly operate office machinery such as telephones, computers, copy machines, and calculators and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.