



Family Promise of Spokane

Front Desk Community Resource Navigator - FT

*Last updated 8/29/2023

REPORTS TO: Emergency Shelter Manager
SCHEDULE: 40 hours per week; M-F 8am to 5pm
LOCATION: FPS Emergency Shelter
FLSA STATUS: Non-Exempt
SALARY: \$19.50 - \$20.50
BENEFITS: Health Benefits (after 90 days)| Vacation Plan | Paid Holidays | Sick Leave | Work Laptop | Work Phone

*All positions at FP start with a 90 probationary period

OVERVIEW: The Front Desk Community Resource Navigator is a welcoming, calming and compassionate presence for families in crisis, donors, representatives from other agencies and visitors seeking information about our services. This person is the face and voice of Family Promise and will greet walk-in visitors and callers at the reception area for the Family Promise Emergency Shelter as well as work with families and the community to connect people with the appropriate resources based on their needs, which may include shelter services, diversion, resource referral, donations, and more.

POSITION DUTIES

- Assists visitors, guests and volunteers by greeting, welcoming, and directing them appropriately
- Responds to inquiries and assistance requests over email, chat, or phone, etc. and directs to appropriate staff members or outside resources
- Screens families in order to assess needs and refer appropriately
- Utilizes diversion conversations and active listening in order to best assess the needs of homeless families
- Responsible for data entry and general record-keeping
- Cultivates relationships with community organizations and businesses to provide the best resources and opportunities to our families
- Participates in team meetings and trainings as assigned by the Emergency Shelter Program Manager
- Stays informed about all FPS programs and services as well as staying apprised of other homeless services and programs in the community
- Greets and assists donors by directing donations to the appropriate areas or redirects to other agencies. Fills out donation receipts
- Checks, sorts and distributes mail for all FP sites and programs
- Updates tracking spreadsheets

- Stays updated on daily shelter capacities

MENTAL/OTHER SKILLS AND ABILITIES/ATTRIBUTES

FOR AN EMPLOYEE TO SUCCEED IN THIS POSITION, THEY MUST HAVE:

- Adaptability/Multitasking: ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation. Ability to multitask and manage time effectively.
 - Computer/Technical Ability: working knowledge of:
 - Google Suites
 - Computer skills
 - Electronic databases
 - Interpersonal Skills: ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
 - Judgment: ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
 - Language Ability: High Ability: ability to read, analyze, and interpret general business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
 - Mathematical Ability: Basic Ability: ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
 - Problem Solving Ability: ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from previous experiences to new experiences of similar nature.

 - Align with the Family Promise Core Values (Non-Judgemental, Respectfully Compassionate, Present, Competent, Empowering, Good Neighbors).
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EQUIPMENT UTILIZED

Duties of this position will require regular use of these types of machinery and equipment:

- Personal Computer and supporting software programs. e.g.: Microsoft Office, Google Suites
- Electronic databases
- Other office equipment including, but not limited to, printers and copiers as well as multi-line telephone operations

SKILLS

To perform this job successfully, the applicant must demonstrate:

- The ability to work independently.
- Excellent verbal and written communication skills.

- The willingness to think through issues and help families problem-solve.
- Highly organized and detail-oriented.
- Able to effectively prioritize tasks and manage time.
- Commitment to staying apprised of community resources and partnerships.
- The ability to work under pressure or in tense situations.

QUALIFICATIONS

Minimum Qualifications:

- High School diploma or equivalent
- Ability to pass a background check
- Experience working with vulnerable and underserved populations

Preferred Qualifications:

- Bachelor's Degree in Human Services or similar field
- Case-management or mentorship experience
- Training in de-escalation, diversion & prevention techniques
- Experience with Homeless Support Services in Spokane County
- Office management or administrative support experience
- Customer service experience

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently sit, stand, walk, lift, pull/push, carry, grasp, reach, stoop/crouch, and talk
- Active mobility for up to 2 hours at a time
- Ability to sit/stand and work at a computer keyboard for up to 2 hours at a time
- Perform general office administrative activities: copying, filing, and telephone use
- Move, lift and/or carry up to 25 pounds in accordance with State of Washington (WA) Labor & Industry (L&I) standards
- Utilize a ladder in accordance with WA L&I regulations
- Push/pull cleaning equipment according to WA L&I standards
- Work with cleaning chemicals according to Occupational Safety and Health Administration standards

WORKING CONDITIONS

While performing the essential duties/responsibilities of this job, the employee will be exposed to :

- Performs duties primarily in an office environment and/or shelter
 - Generally works indoors, but occasionally works outside in varying weather conditions
 - Works with cleaning chemicals
 - Client Population may include persons involved in gangs, with substance abuse concerns, mental health challenges and/or tendencies towards violent behavior.
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Family Promise of Spokane retains the discretion to add to or change the duties of the position at any time.

This document is not a contract.
