



Connecting Those Who Serve with Those in Need to Build a Stronger Community

Loudoun Cares ConnectLine Resource Specialist (Bilingual)

Organization Overview

Loudoun Cares (LC) serves County residents and nonprofits by pursuing our mission of “connecting those who serve with those in need to build a stronger community”. Rarely do you find a true intermediary nonprofit organization that not only helps people in need find resources but also connects community residents that want to give back through volunteerism with the nonprofits that need support. Our ConnectLine and online Volunteer Center function as a hub connecting resources and coordinating services.

ConnectLine Resource Specialist Overview

We are looking for an Information & Referral Resource Specialist with a working knowledge of the health and human services, both nonprofit and government programs, in Loudoun County. The ideal candidate should also demonstrate supportive listening, creative problem solving, and crisis intervention skills. The Resource Specialist must be able to work on his or her own initiative with limited supervision, be able to navigate the ServicePoint database, and provide accurate and consistent data entry following set procedures. The ideal candidate will possess excellent communication and problem solving skills. **This position is based on contract funding.** The Resource Specialist reports to the Program Manager.

Essential Duties and Responsibilities

Essential duties and responsibilities include the following:

- Special emphasis on oral communication skills, including active listening.
- Follow set procedures and policies around rental assistance funding, conducting intake with applicants, building funding packets with required documentation, and following up on cases.
- Includes basic knowledge of issues related to, but not limited to emergency assistance, eviction process, resource navigation, mental health, vulnerable families. Knowledge of local agencies and their services is critical.
- Enter accurate and complete data into the ServicePoint database following processes and procedures.
- Help clients navigate program requirements, be available to do in person application assistance, and work as a team to process requests and referrals.
- Bi-lingual interpretation skills preferred
- Other duties may be assigned.

Qualifications

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be over 18 years of age.
- Demonstrated evidence of interviewing, assessments, active listening and problem solving skills in the provision of human services.
- Must be able to work closely with others and foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies and clients.

- Possess empathy for people who are often in difficult circumstances.
- Excellent problem solving skills and mature judgment.
- An understanding of the significance of confidentiality and agreement to maintain this policy in all areas of agency work.
- Must be able to handle stress and work well under pressure.
- Must be able to maintain appropriate boundaries with clients.
- Must be able to handle crisis
- Must be able to input accurate information and data into ServicePoint system and follow outlined procedures.

Education and/or Experience

- A degree in human services is preferred or 3 years similar experience in information and referral services, human services, or case worker.

Language skills

- Excellent oral communication skills, including active listening skills.
- Must be able to read, write, and speak English fluently.
- Spanish speaking required.

Computer Skills

- Must be able to enter data, generate reports, and perform word processing tasks.
- The Resource Specialist must complete data entry on each call received.

Physical Demands

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.

- General Office Duties
- Works in office and event environments (info fairs, donor events as needed)

Training

- Complete all required and ongoing training to become a certified I & R Call Specialist and to stay abreast of industry changes.
- Complete additional training related to software upgrades.

Community Involvement

- Promote the I & R services throughout the county, through formal and informal presentations if needed,
- Attend local meetings and social events associated with the mission of Loudoun Cares. Meetings sometimes take place prior to or after normal business hours if needed.

Hours/Salary

- Full time/Hourly (40 hrs/week)
- Position subject to funding
- Flexible hour and partial remote work available to be agreed on with Executive Director
- \$20-22/hour dependent on education and experience.

Loudoun Cares is an equal opportunity employer.

TO APPLY: Send cover letter, resume and 3 professional references: Jenny Tomlinson at jenny@loudouncares.org.