

CAREER OPPORTUNITY

Title: Hispanic Outreach Front-Door Navigator and Administrative Specialist

Hours: Full-Time, 37.5 hours per week, Non-Exempt

Brief Description:

As a member of the Hispanic Outreach team, the Hispanic Outreach Front-Door Navigator & Administrative Specialist will provide bilingual (English/Spanish) support and information to families and individuals calling or walking into the agency, with the purpose of connecting callers/clients to the existing family of programs within Catholic Social Services of the Miami Valley, as well as other community resources to assist in eliminating barriers and improving daily functioning. This position requires engagement in case support activities such as brief screenings and assessments and tracking of programmatic activities. As a member of the Administrative Team at the Center for Families, this position supports the building Front-Door Coordinator in reception and monitoring of building activities and takes an active role in building and safety activities.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Front-Door Supports

1. Serves as the first point of contact for all callers to the agency through operation of the agency's multi-line phone system and answers telephone in a professional and courteous manner.
2. Stays current on agency programs and services to appropriately direct callers. Provides both internal and external direction to callers as needed.
3. Responds to referrals and inquiries for Hispanic Outreach services, completing brief phone and walk-in screenings to determine service needs of potential clients within the target population.
4. Maintains knowledge of existing internal and external community social service programs and resources available, particularly resources for immigrant populations.
5. Provides culturally competent services, including arranging language access support when needed, to all families and individuals calling or walking in for services.
6. In the absence of the Center for Families Front-Door Coordinator, this position provides front door reception activities including greeting and directing guests and monitoring building activities.

II. Case Support

1. As assigned by the Program Manager, completes telephonic (phone/text) and e-mail follow up with clients of the Hispanic Outreach Program including brief assessments, referrals to resources, and appointment reminders.
2. Appropriately documents client encounters utilizing computer-based case management software (Apricot).
3. Research available resources and assist team and clients in connecting to available community supports and serves as a point of contact for external agencies to the program.

III. Data Entry & Quality Support

1. Assists this Hispanic Outreach Program Manager and HOP team with quality assurance activities including administering and tracking customer satisfaction and compliance reviews.
2. Assists with data entry and data reports through the use of Excel, case-management software, and other platforms.
3. Assists with scheduling and managing calendars for outreach activities.
4. Provides additional support with data tracking as requested by Program Manager or Director

IV. Teamwork and Professional Growth

1. Attends and actively participates in agency and team meetings.
2. Effectively communicates and coordinates with administrative team members from other CSSMV sites and programs.
3. Attends and actively participates in CFF building and safety committee, staff meetings, and other assigned committees.
4. Participates in supervision for professional development and collaboration.

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Associate degree or equivalent OR exceptionally related work or volunteer experience and bilingual skills may be considered in lieu of degree
- At least two years related work/intern/volunteer experience
- Skilled in client engagement and assessment
- Ability to plan and coordinate services
- Sound knowledge of community resources
- Ability to work with other community organizations
- Sound assessment and communication skills
- Effective written and oral communication skills
- Ability to work with diverse populations
- Ability to be adaptable and work independently
- Commitment to CSSMV's mission and goals

Interested candidates should send a resume with salary requirements to:

*Human Resources, Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402
or email to jobs@cssmv.org or fax to (937) 222-6750*