



JOB DESCRIPTION

Part-Time Navigation Specialist

FLSA Status: Non-Exempt

Reports To: Director of Resiliency Programs

Position Summary

Gather information to screen clients for Homelessness and Eviction Prevention Programs. Record and manage client screening information and referrals. Assist with scoring standardized case files for the continuous quality improvement (CQI) meetings and assist with other assigned administrative duties.

Essential Job Functions

Call Screener

- Monitor calls, voicemails and online screening forms and make appropriate referrals based on client needs.
- Manage and maintain screening logs for voicemails and online screening logs for multiple programs
- Analyze and report all screenings on a monthly basis
- Contact clients from multiple programs for further screening and referrals for Housing Stability Service Programs
- Conduct warm referrals with ACAM vendors
- Assist with the Continuous Quality Improvement (CQI) meetings
- Assist in Technical Assistance (TA) sessions with vendors regarding CQIs and standardized case files
- Attend Continuous Quality Improvement meetings and other administrative meetings.
- Assist with Lived Experience Council meetings quarterly
- Represent ACAM in the community through the Education & Outreach Program
- Participate in the yearly Coalition for the Homeless Point in Time Homeless Count
- Other duties as assigned

Education/Training

- Associates Degree required, will consider an equivalent combination of relevant education and experience
- Minimum of 2 years' experience with client referrals, social work, case management and/or call screening
- Applicable experience working at a nonprofit and administrative duties.

Experience

- Applicant must be fluent (written and spoken) in English and Spanish
- Mandatory proficiency with Microsoft Excel and Outlook.
- Experience working at a call center preferred
- Detail oriented with excellent verbal, written, and interpersonal skills
- Candidates must successfully pass a pre-employment criminal background check.

Pay Rate

\$19-\$23 per hour (up to 28 hours a week)

Application Instructions

To apply, email your resume and cover letter to Sarah Malcolm, Director of Resiliency Programs, at smalcolm@acamweb.org

Equal Opportunity Employer

ACAM is an Equal Opportunity Employer. The Board of Directors and its agents, officers and staff members shall not discriminate on the basis of gender, race, disabling condition, age, color, religion, national origin, military status, or any other legally protected status outlined by federal, state, or local laws in making decisions regarding staff members or volunteers.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. ACAM makes hiring decisions based solely on qualifications, merit, and business needs at the time.

Statement on Diversity, Equity, and Inclusion

ACAM is committed to fostering and celebrating a culture of diversity and inclusion. The collective sum of individual differences, life experiences, knowledge, innovation, and talent that all employees, board members, and ministry leaders invest in their work represents a significant part of our organizational culture, reputation, and achievements. ACAM embraces each difference in age, race, ethnicity, disability, family or marital status, gender, language, national origin, political affiliation, religion, socio-economic status, veteran status, and other characteristics. ACAM also strives to cultivate a culture of equity. ACAM believes equity “is advanced through the implementation of policies, practices, attitudes, and cultural messages that prevent differential outcomes based on the differences among people. Candidates must share this commitment to a continuous reevaluation of organizational norms, and to eliminating policies, practices, and systems that perpetuate inequity, so that all people are fully welcomed, valued, respected, and heard.