

POSITION: COMMUNITY RESOURCE ADVOCATE

DATE: February 2017
PROGRAM: Behavioral Health/Northsound 211
REPORTS TO: Senior Program Manager, Crisis Line/Triage & Northsound 211
SALARY: DOE

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

POSITION DESCRIPTION:

- The Community Resource Advocate will meet face-to-face with community members requiring support in connecting to resources within the community
- This position will assess a person's needs and collaboratively develop an integrated Plan of Care which will assist the person in connecting with needed resources
- The Community Resource Advocate will also answer Northsound 211 calls and provide I&R assistance to callers

QUALIFICATIONS:

- Associate degree or 1-2 years of experience in a related field. Information and Referral experience preferred
- Demonstrated ability to work successfully with a variety of people in a community based setting
- Excellent written and oral communication skills
- Ability to deal effectively with the public both over the phone and in person
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, Access and Outlook, required
- Self-starter and ability to work with little or no supervision
- Agency Affiliated Counselor Registration is required within 30 days of employment

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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