

POSITION: Community COVID Outreach Counselor

Title: Community COVID Outreach Counselor
Reports To: Program Manager, North Sound 2-1-1
Status: Non-Exempt (hourly)/Full Time
Program: COVID Outreach Program: Snohomish County
Date of Description: June 9, 2020 (revised)

General Function:

- The 211 COVID Outreach Counselor is a trained Information and Referral Specialist conducting outreach at various types of agencies in Snohomish County (non-profit, public, government, etc.).
- The 211 COVID Outreach Counselor meets directly with individuals in need of resources and referrals, either by phone or in person. This position assesses the individual's needs and collaboratively develops a plan to connect the person with needed resources.
- The 211 COVID Outreach Counselor works to identify new resources in Snohomish County and makes connections with community providers to build collaborative partnerships.
- Additionally, this position represents North Sound 211 in the community through presentations, tabling at events, and/or meetings to increase community awareness and knowledgeability about North Sound 211 services and how to access them.

Qualifications:

- Associate degree or 1-2 years of experience in a related field. Information and Referral experience preferred
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment
- 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 with the ability to work with little or no supervision

Principal Activities:

- COVID Outreach Counselors will meet face to face to support citizens throughout Snohomish County associated with COVID related anxiety, trauma, stress and depression.
- COVID Outreach Counselors will receive direct referrals as well as referrals from 211, family members, friends, co-workers, teachers, neighbors and others concerned about how individuals are coping with COVID induced changes.
- The COVID Outreach Counselors shall provide short-term interventions that help citizens understand their current situation and reaction
- The COVID Outreach Counselors will assess a person's needs and collaboratively develop a plan to address those needs; assist in navigating various systems where possible.
- The COVID Outreach Counselors shall assist citizens in reducing their COVID related stress, provide emotional support and promote the use or development of coping strategies.

- Provide excellent customer service in each face-to-face or phone interaction
- Record client's basic demographics and the referrals given utilizing 211 and Microsoft Office software. Maintain accurate client records for reporting purposes.
- Work collaboratively with other agencies and their consumers to provide information on various services available to Snohomish County residents.
- Complete other duties as assigned

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

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