

POSITION: COVID-19 Support Specialist

Reports To: Executive Director
Status: Temporary Full Time/Non-Exempt (30 hours weekly)
Hours: Mon – Thu; 8:30am – 4:30pm
Location: Sky Valley Resource Center
Date: June 2020

Position Purpose:

This is a grant-funded position tied to CARES (Coronavirus Relief, Aid, Economic Security Act) Act funding through Snohomish County. This position will be responsible for working with eligible individuals and families to distribute CARES relief funds at the Sky Valley Resource Center as well as connect clients to appropriate and available resources to ensure continued stability.

Essential Job Duties and Responsibilities:

Resource Coordination and Support:

- Meets with clients alongside Sky Valley Resource Center staff.
- Inputs client data and information into Extended Reach database.
- Processes appropriate paperwork when needed for clients receiving assistance.
- Maintains accurate account of funds spent and keeps detailed records and receipts of any payments processed, ensuring database is current with funds distributed.
- Maintains accurate data worksheet(s) as required by funders. Submits data report(s) to supervisor on a weekly basis to be submitted to funders.
- Builds a relationship with clients to assess and understand the needs of the client. Refers to local resources or to on-campus services as appropriate. Follows-up with client on progress.

General Job Duties:

- Keeps current with best practices as related to trauma-informed care, community support and poverty. Enlists support of community resource center staff to provide high level of client support.
- Performs some administrative functions when needed: answers and routes telephone calls, checks resource center voicemail and routes messages, greets and assists walk-in customers.
- Other duties as assigned, related to the general functions of client support outlined above.

Skills Required:

- Basic knowledge of Microsoft Office Suite, ability to type notes while speaking with others.
- Ability to provide high level of customer service and knowledge of integrating trauma-informed work into working with others.
- Ability to be flexible, receptive to feedback, and embrace continuous improvement. Team player is a must.
- Efficient at managing time well, taking ownership of work provided, and doing what is needed without being asked, and following through on tasks and assignments.

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

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Sky Valley Resource Center/COVID Support Specialist

