



RESOURCE SPECIALIST TEMP

Department	Programs		
Supervisor	Program Manager	Status	Part Time – Temporary
Revised	May 2023	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served.

The Resource Specialist Temp will provide customer service and administrative support through the referral process for a temporary timeframe of June 2023 – mid October 2023, working 18 hours per week. Requests will be made by Social Workers of the Department of Children, Youth, and Families to ensure the maximization of resources and expedient service delivery. The Resource Specialist Temp will have a primary focus on supporting the Resource team inputting data and referral processing for Regions 1 and 2.

ESSENTIAL JOB FUNCTIONS

- Check in with Program Manager and Senior Resource Specialist to identify support needed by the team daily.
- Enter referral data into relevant IT system;
- Review referral for completeness, link with existing cases, and confirm data accuracy in relevant IT systems;
- Provide excellent customer service to DCYF social workers to clarify questions on referrals;
- Provide excellent customer service to service providers to fill referral orders;
- Assist other FIN staff (contracts, etc.) as necessary;
- Assist with process testing for new programs or services;
- Provide back-up support to other Resources Specialists; and
- Other special projects as needed.

QUALIFICATIONS

- Associates degree preferred;
- Two years' experience providing excellent customer service; and
- Experience with computer software e.g., Microsoft Excel, database applications.



REQUIRED SKILLS

- Excellent communication skills (oral and written);
- Self-starter with initiative to complete tasks and projects;
- Strong attention to detail;
- Excellent customer service and a demonstrated positive, service-oriented attitude;
- Independent problem-solving abilities;
- Ability to work well in a fast-paced environment with the ability to adapt to change while meeting deadlines;
- Strong team player;
- Culturally competent; and
- Experience in data analysis, preferred.
- Excellent data entry skills

SALARY: \$18 per hour

ESSENTIAL PHYSICAL SKILLS

Possess the physical health and ability to consistently carry out job duties and essential functions over the course of a workday. Ability to sit at a desk and communicate in person, remotely, or on a telephone.

ENVIRONMENTAL CONDITIONS

Works primarily remote with occasional visits to the office as well as external environments that could require driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

TO APPLY:

Candidates may submit their cover letter and resume to Kellie Miner, Human Resources Generalist at kellie@familyimpactnetwork.org