

## RESOURCE SPECIALIST

Department	Programs		
Supervisor	Program Manager	Status	Full Time, Non-exempt
Revised	July 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 will provide customer service and administrative support through the referral process. 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 RS will have a primary focus on referral processing for Regions 1 and 2.

### ESSENTIAL JOB FUNCTIONS

- Consistently monitor portal for new referrals sent by social workers from all offices;
- Confirm referral receipt to the initiating social worker;
- Enter referral data into relevant IT system;
- Assign new referrals to the social worker designated Resource Specialist;
- 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 RANGE - \$46,000.00 - \$49,000.00**

### **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 in an office environment, as well as remotely with occasional to frequent visits to 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.

### **TO APPLY:**

Candidates may submit their cover letter and resume to Kellie Miner, Human Resources Generalist at [kellie@familyimpactnetwork.org](mailto:kellie@familyimpactnetwork.org)

### **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.