



RESOURCE SPECIALIST

Department	Programs		
Supervisor	Service Coordination Manager	Status	Full Time, Non-exempt
Revised	September 2026	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. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at a very minimal out of pocket costs. Ensuring health and wellness are always prioritized and putting great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of line at 6%. We feel assisting our employees in securing financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Resource Specialist will provide customer service and administrative support through the referral process. Working with FIN's contracted providers to fulfill requests made by Social Workers of the Department of Children, Youth, and Families to ensure the maximization of resources and expedient service delivery.

ESSENTIAL JOB FUNCTIONS

- Consistently monitor portal for new referrals sent by social workers from DCYF.
- Confirm referral receipt to the initiating social worker.
- Enter referral data into relevant IT systems.
- Review referral for completeness, link with existing cases, and confirm data accuracy in relevant IT systems.

- Send referrals to providers based on availability, location and specific needs of the family.
- Regular follow up/communication with SW's and/or Providers until referral is filled.
- Provide excellent customer service and relationship building with providers and DCYF to clarify questions on referrals and coordinate complex referral requests.
- Participate in staffing's with DCYF/Providers/FIN as needed.
- Attend both virtual and in person meetings with DCYF and/or Providers.
- Provide excellent customer service to service providers to fill referrals.
- Assist other FIN teams as needed/requested.
- Responsible for data accuracy and clean-up on their cases and in portals.
- Assist with process testing for new programs or services.
- Provide back-up support for the team as needed.
- Work weekend (on call) and holidays on rotating basis.
- Responsible for reviewing, processing and filling 72-hour and EIFT referrals for providers.
- Review provider requests for various approvals including mileage and need for additional support.
- Other special projects as needed.

QUALIFICATIONS

- Associates degree preferred.
- Two years' experience providing excellent customer service; and
- Experience, database applications

REQUIRED SKILLS

- Strong attention to detail.
- Independent problem-solving abilities.
- Ability to work well in a fast-paced environment with the ability to adapt to change while meeting deadlines.
- A deep commitment to equity, strong alignment with our mission and values, the ability to integrate this commitment and alignment into daily activity.
- Demonstrated evidence of commitment to building and nurturing trust-based relationships, collaboration, and teamwork of all levels.
- Excellent communication skills (oral and written)
- Self-starter with initiative to complete tasks and projects.
- Excellent customer service and a demonstrated positive, service-oriented attitude.
- Strong team player.
- Culturally competent.
- Experience in data analysis, preferred.
- Excellent data entry skills

Commitment to Families:

Understands that each referral represents a child and family navigating the child welfare system. The ideal candidate Demonstrates compassion, professionalism, and respect in all interactions, recognizing the importance of providing thoughtful, trauma-informed, and family-centered support throughout the referral process.

SALARY RANGE: \$50,500.00 – 52,500.00

ESSENTIAL PHYSICAL SKILLS

Possess physical health and stamina to consistently carry out job duties and essential functions over the course of a workday. Ability to operate a motor vehicle and meet FIN standards for acceptable driving record.

ENVIRONMENTAL CONDITIONS

Generally, a hybrid work environment which includes both remote and in office work. In a virtual setting, 3 on screen/on camera days are required and set by the supervisor. This position works M-F 8am-5pm with

occasional on call weekend hours. Also holiday Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the position. New employees will participate in a performance review at the completion of their first 90 days to evaluate performance, fulfillment of job responsibilities, and continued alignment with the qualifications and expectations 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:

To apply for this role, please send your resume directly to Kellie Miner, Human Resources Generalist at kellie@familyimpactnetwork.org

