



Eligibility Specialist Job Description

Position Title: Eligibility Specialist

Supervises: None

Accepting Applications: Until filled

Reports to: Family Front Door Manager

Classification: 1.0 FTE, non-exempt

Compensation: \$47,000/year + benefits

Position Summary:

To provide reception and assessment duties for a hotline that will assist the homeless in entry to shelter and supportive services. Interview clients/prospective clients to determine their eligibility for a wide range of social services. Gathers and verifies information and diverts the client to other programs/services if need be. The Eligibility Specialist will also provide general office/ administrative support as needed. Demonstrate professionalism as the first point of contact for our agency to callers.

Essential Functions:

- Answer telephone calls from the hotline, in a helpful manner obtain information necessary to determine the caller's eligibility for the housing resource programs available. Further, once appropriate direct the caller to the next staff member for next-step assistance.
- Remain professional on each call and provide all assistance available.
- Capture necessary data for our information system, ensure accurate record-keeping.
- Be aware of visitors that access our areas and maintain overall security awareness.
- Provide administrative support, including making photocopies, organizing supplies, and filing.
- Other duties as assigned.

Competencies:

Leadership and Navigation, Critical Evaluation, Communication, Ethical Practice, Business Acumen, and Relationship Management.

Education & Experience:

- HS Diploma or equivalent (BA/BS with coursework in social service preferred)
- Required-2-3 years experience with reception/ call center experience, and administrative work.
- Knowledge of the homeless population a plus.
- Ability to maintain a positive attitude and be agile through tough calls.
- Ability to communicate effectively both orally and in writing.

Notice: This description is designed to be used as a guide alone and not a comprehensive listing of all activities, duties, or responsibilities that are required of the employee for this job. It does not constitute a contract.

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