



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.

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To Apply:

Email your resume and cover letter to HR Manager, Esther Nand at enand@bffc.org. In your cover letter, explain why you would like to join our team and are the best candidate for the job. Please title attachments with your first and last name ("Keisha_Taylor_Resume and CoverLetter.pdf"). Only applications that include all requested documents are considered. Submissions will be reviewed daily. We are looking to hire as soon as possible, first come first serve, and position is vacant until filled. Only short-listed candidates will be contacted. No phone calls please.

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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