



Mission: Working Together Toward Lasting Solutions to Homelessness
Vision: Interfaith Partners Deeply Engaged in Transforming Our Communities

Job Description

Position: Receptionist/Program Assistant	Department: Coordinated Entry and other programs
Reports to: Chief Operating Officer	Hours per week: 40
Position Type: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temp

ORGANIZATIONAL DESCRIPTION

Associated Ministries is a key agent of transformation in Pierce County, committed to function effectively as a sustainable organization by engaging authentic interfaith relations and effective partnerships, and championing equitable moral leadership to help build a thriving community.

Associated Ministries is an interfaith, antiracist organization with many community partners. It is a priority of AM to lead with a racial equity lens in all of our work.

Associated Ministries is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental or physical disability, or the use of a trained guide dog or service animal by a disabled person.

JOB SUMMARY

Responsible for the front desk reception of Associated Ministries, including receiving visitors and responding to all incoming phone calls. Provides community resource information to clients and other community members. Provides administrative and clerical support to Coordinated Entry (CE) and all programs of Associated Ministries. Finally, this position is a first point of contact with individuals who are homeless, is responsible for screening clients to ensure they are eligible for services, manages information on recent contacts, and collects documentation needed for entry into homeless and housing programs.

The ideal candidate will have a strong passion for helping community and working with some of our most vulnerable neighbors. In this position, you will be serving as the front door to our homeless services. The successful candidate for this position will be a person who is able to effectively empathize and facilitate problem solving with others currently experiencing homelessness and help them navigate access to community resources. In addition, the candidate for this position must be non-judgmental, respect differences and be able to balance passion for supporting others with good professional boundaries. Experience working with people in crisis and a knowledge of trauma-informed practices, de-escalation skills, and crisis intervention are strongly recommended.

The person in this position is often the caller's/visitors first contact with Associated Ministries

and must create an environment that is warm, welcoming and professional.

RESPONSIBILITIES

1. Responsible for the opening and closing tasks of the Associated Ministries building
2. Answer all incoming phone calls and direct calls to the proper staff person, internal program area, and/or service provider in the community efficiently and professionally.
3. Greet all guests to the office building, ensuring that they are tended to in a welcoming, hospitable fashion and notify the appropriate staff person of their arrival.
4. Committed to cultural competency and willing to participate in training to develop practical expertise in working with diverse groups and cultures.
5. Conduct proper screening process with On-Demand clients for Coordinated Entry (CE) and enter screening data into HMIS (Homeless Management Information System) for all CE walk-in, same-day appointments
6. Ensure adequate and appropriate data is entered into our databases (EmPOWER and HMIS) a timely manner.
7. Assist clients with the completion of forms needed for services.
8. Provide administrative support to the CE program staff and other staff as time allows.
9. Keep accurate data of incoming phone calls, walk-ins, and voicemails.
10. Develop and maintain lists of community, and internal, resources and activities.
11. Provide information on available resources, or refers clients to the appropriate staff person or community program.
12. Update all reception and client resource materials as needed
13. Support facility operations as time allows and maintain supplies in staff kitchen.
14. Attend Direct Services Staff meetings and, occasionally, Coordinated Entry Team meetings to stay informed of changes in direct services and CE specifically
15. Sanitize and maintain order in lobby/reception area and client meeting rooms.
16. Attend all mandatory professional development trainings
17. Other duties as assigned.

WORK EXPERIENCE/SKILL REQUIREMENTS

1. Two years' experience in office settings or social service/non-profit work, including volunteerism or interning, or comparable life experience described in cover letter
2. Commitment and ability to engage in empathetic, non-judgmental way with people in stressful situations while maintaining personal composure.
3. Excellent interpersonal, communication and customer service skills.
4. Experience working with diverse populations and people from all walks of life.
5. Strong organization skills with the ability to coordinate complex work assignments and follow through with details
6. Willingness to take initiative and work with minimal supervision.
7. Confidential handling of sensitive, private information
8. Ability to support and contribute to a creative, collaborative and respectful environment that promotes teamwork
9. Attitude, knowledge and skills to deliver culturally competent and strengths-based services and to work effectively in multi-cultural situations
10. Demonstrated skills and experience, in Microsoft Word, Excel, MS Outlook and the internet
11. Demonstrated aptitude with administrative tasks including filing, telephone support and support for meetings.

WORK EXPERIENCE PREFERENCES

1. Experience working with people in crisis and/or with severe mental health illness.
2. Training in de-escalation, crisis intervention, and trauma-informed practices
3. Demonstrated commitment to ethnic and religious diversity including all faith traditions.
4. Professional or personal experience with housing instability. All those with lived experience are highly encouraged to apply.
5. Experience using Pierce County HMIS system
6. Knowledge of Pierce County community resources
7. Proven ability to provide own transportation to and from work.

PHYSICAL REQUIREMENTS

1. Able to sit at reception desk for up to 3 hours at a time
2. Able to lift up to 50 pounds

EDUCATIONAL REQUIREMENTS

Undergraduate degree in social services or office administration or 2 years relevant experience
Appropriate life experience also considered.

All work experience/skill, physical and educational requirements must be met for hire

COMPENSATION

Pay Range: \$20.78 – 25.34 per hour

Benefits: Health insurance, Simple IRA plan after one year, and generous benefit package as detailed by Personnel Policies

APPLICATION PROCESS

This position will remain open until filled. First review of applications will be August 3.

Application must include cover letter and resume addressing position requirements. Send to: Associated Ministries, 901 South 13th Street, Tacoma WA 98405, or e-mail both documents to shaef@associatedministries.org. **No phone inquiries, please.**