



RESOURCE SPECIALIST

HOPE Helps, a local non-profit with a mission to prevent homelessness and keep families in their homes, is looking for a dynamic and organized person to join our team as a Resource Specialist. This part-time position is responsible for providing friendly client service through answering phones and greeting clients, assessing their needs and directing them to the appropriate resources within HOPE. The ideal candidate would have previous non-profit experience and show a dedication to the mission of HOPE.

- Understanding of HOPE's mission, vision, values and structure.
- Possess thorough knowledge and understanding of HOPE's programs, and upcoming outreach events.
- Greet and assist all clients, customers, volunteers and potential donors in a friendly and courteous manner in person and via phone.
- Scheduling client appointments with pantry and staff.
- Direct clients to the appropriate resources within HOPE and refer interested and qualified clients meeting criteria to applicable program service providers outside of HOPE.
- Client intake/document collection for case management.
- Maintain composure as a front desk resource specialist who is often first to be confronted with client situations/crisis.
- Organize and maintain the lobby/work area (resource materials/literature, hygiene closet, supply closet, etc.).
- Take direction, provide suggestions to the Resource Team and implement policies and procedures.
- Perform administrative duties necessitated by program activities including but not limited to data entry, scanning, copying, correspondence, filing, answering phones, supply inventory, receptionist tasks.
- Support service and outreach established relationships with partner agencies and community employers.
- Troubleshoot Resource Department volunteer needs.
- Other duties as assigned.
- Skills/Attributes: Ability to adapt in various environments, Maintain Confidentiality, Team Oriented, Maintain Composure in Crisis, Ability to be Firm and Pleasant when Enforcing Client Requirements, Organized, Patient/Discerning, Dynamic, Innovative Thinker, Energetic.
- Required: Bilingual (Spanish), Proficient in MS Office and Google Workspace
- Preferred: AA Degree, Bilingual, Previous Nonprofit/HMIS Experience, Knowledge of Seminole County Social Services/Resources.

Please send resume, cover letter and pay rate expectation to resume@hopehelps.org with RESOURCE SPECIALIST in the subject line.