Client Services Liaison

Location:
Lawrenceville, NJ

Position Type/Classification:
Full-Time / Hourly / Non-Exempt

Reporting to:
Client Services Manager

Compensation/Salary Range:
$22/hour

Organization Overview

HomeFront's mission is to end homelessness in Central New Jersey by harnessing the caring, resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We work to give our clients the skills and opportunities to ensure adequate incomes, and we work to increase the availability of adequate, affordable housing. We help homeless families advocate for themselves individually and collectively.

The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the resources of our community. Our team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

Job Summary/Objective

HomeFront serves thousands of families each year that are seeking the wide range of support services that HomeFront offers. The HomeFront Services Liaison II is one of the first people that clients, volunteers and community members meet when they come to HomeFront. The Services Liaison assists in serving clients during our Resource Network Distribution and outreach food efforts in the community including our pop-up food pantry, ensuring clients are served in a timely manner and all required documentation is gathered and entered into our client database. The Services Liaison will assist in assessing the needs of clients, making referrals, and ensuring high quality, trauma-informed service for every family seeking our assistance.

Essential Job Functions/Responsibilities

- Greet and direct clients and visitors as they enter the building
- Assist clients coming in during our walk-in distribution hours with receiving necessary items including food, diapers, hygiene items, and other essentials
- Complete client intake forms and data entry in a timely, accurate manner with required documentation
- Assist with special data entry projects
- Assess client needs and inform clients on how they can access resources, both internally and externally, with a compassionate, trauma-informed care approach

- Answer the phone, direct calls to proper departments, and return messages, informing clients or the community on resources HomeFront provides.
- Maintain accurate records through files and database data entry.
- Ensure all volunteers and visitors sign in and are directed appropriately.
- Facilitate HomeFront's monthly Hamilton pop-up food pantry and other food outreach efforts.
- Provide relief as support staff at 222 Hub when necessary.

Required Experience and Education

- High School Diploma, plus at least of 3 years of paid employment experience post High School
- Bi-lingual - Spanish
- Excellent verbal and written communication skills
- Strong customer service skills
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community.
- Computer literacy/intermediate Microsoft Office skills
- Satisfactory criminal background
- Ability to pass drug screening test

Preferred Experience and Education

- Experience using client databases.
- Experience in high-paced, high-stress environments.
- Familiarity with local social services resources/systems
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach.

Physical Demands

- Must be able to lift up to 50 lbs.
- Must be able to walk, stand and sit for long periods of time.
- Must be able to walk up and down several flights of steps.
- Exposure to the outdoors and inclement weather is possible.
- Job operates in an office setting which routinely uses standard office equipment.

Schedule

Monday 9am-5pm, Tuesday 10am-6pm, Wednesday-Friday 9am-5pm
This role may require work on Saturdays.
Work Schedule is subject to change based on client/agency needs in the future.

Remote Work Eligibility

- Due to the nature of the job function this role is considered On-Site Essential

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may be added or changed as needed.

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