



Client Services Liaison II

Status: Full-time hourly, including until 6pm on Tuesdays

Reports to: Food Access & Client Services Manager

Vision: 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. The Resource Network team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

Overview: HomeFront serves thousands of families a 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 II 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 II will assist in assessing the needs of clients, making referrals, and ensuring high quality, trauma-informed service for every family seeking our assistance.

Essential Functions:

- 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 department, 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
- Other related duties as assigned

Minimum Required Qualifications:

- Bilingual (English/Spanish or English/Creole)
- High School Diploma
- At least of 3 years of paid employment experience post High School
- Satisfactory criminal background
- Ability to pass drug screening test
- Familiarity with local social services resources/systems preferred, but not required

Required Competencies:

- Excellent verbal and written communication skills
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Computer Literacy/intermediate Microsoft Office skills
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds
- Experience using client databases a plus

Physical Demands:

- Must be able to lift and move 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

Other Duties:

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 change at any time.