



HEARTLAND
HOUSED

Heartland HOUSED Housing Helpline Specialist

Summary:

The Heartland Housing Helpline Specialist will support efforts to connect households in Sangamon County facing a housing crisis to available housing resources. These efforts will primarily involve answering phone calls to the Housing Helpline, responding to email requests for support, and entering data into the Heartland Continuum of Care's Homeless Management Information System to make referrals. The Housing Helpline Specialist will work to connect with organizations offering homelessness prevention, shelter diversion, rent/utility assistance and other services in order to keep up to date information about resources available in the community. Additionally, the Specialist will lead regular meetings of the Heartland Continuum of Care Homelessness Prevention Task Group and will provide support for the Coordinated Entry System by doing assessments over the phone and participating in the Heartland Continuum of Care Coordinated Entry Case Conferencing meetings. Daily tasks will include handling a high volume of calls and creating a positive experience for each caller. The Specialist will listen to clients to understand their needs, use software to capture data and conduct assessments that will direct clients to the best referral. Successful applicants will be customer-focused, detail oriented, friendly, reliable, and adaptable.

The position will work as part of a dedicated team to accomplish the goals of Springfield & Sangamon County's Strategic Plan to Address Homelessness. The Housing Helpline Specialist reports to the Heartland HOUSED Executive Director.

Position Duties and Responsibilities:

- Manage large amounts of inbound and outbound calls with clients to learn about and address their needs
- Responding efficiently and accurately to callers, ensuring clients feel supported and valued, and entering data accurately into Homeless Management Information software
- Engage in active listening with callers and confirming or clarifying information
- Utilizing software, databases, scripts, and tools appropriately
- Understanding and striving to meet or exceed call center metrics while providing excellent customer service
- Taking part in training and other learning opportunities to expand knowledge
- Leading regular Heartland Continuum of Care Homelessness Prevention Task Group meetings with the support of the Heartland HOUSED System Coordinator
- Maintain communication equipment by reporting problems

- Maintain and improves quality results by adhering to standards and guidelines; recommending improved procedures
- Working with community organizations to understand what resources are currently available in the community
- Help households access the Heartland Continuum of Care Coordinated Entry list by providing assessments over the phone
- Identifying gaps in resources available and communicating them to the Heartland HOUSED System Coordinator and Executive Director

Experience, Skills and Qualifications

- High school diploma or GED and at least two years of experience in customer service, data entry, or other relevant experience are preferred. Additional appropriate education may be substituted for experience or additional directly related experience may be substituted for education.
- People with lived experience of homelessness are encouraged to apply.
- The Helpline Specialist must be friendly, organized, compassionate, have experience with data entry, and excellent typing skills. The ideal individual will have the ability to exercise good judgment in a variety of situations, have exceptional customer service and active listening skills, and the ability to maintain a realistic balance among multiple priorities. We are looking for a motivated team player, who is detail-oriented, able to work independently, and has effective communication skills.

The Housing Helpline Specialist is a full-time, salaried position and will be a Sangamon County employee (Heartland HOUSED contracts with Sangamon County for employment services). The starting salary range for the position is \$35,008 to \$ 43,760 with health, dental, life, and vision insurance and retirement benefits available through Sangamon County. Time off includes 2 weeks paid vacation, 12 paid sick days, 3 paid personal days (after one year of employment), and 13 paid holidays per year. Paid time off accrued can be used after six months of employment.

To apply, send your resume and three letters of reference to josh@heartlandhoused.org by 5 PM on November 29th, 2023. Interviews will take place during the first week of December.