



DATE:	November 2024	FLSA:	NON-EXEMPT
REPORTS TO:	Prenatal Resource Program Manager	HOURS:	NTE 15 hrs/week
DEPARTMENT:	PRENATAL RESOURCE PROGRAM	PAY RANGE:	\$20-28/hour (hiring range \$20-\$23/hour)

JOB SUMMARY

The Resource Specialist performs centralized intake screening duties under the general supervision of the Prenatal Resource Program Manager. This includes the initial screen via phone, sending referrals to appropriate agencies, sending follow-up correspondence to clients and providing completed forms to Manager to be recorded. This position performs independently and prioritizes multiple tasks.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Receives consent forms from partners as assigned by the Prenatal Resource Program Manager and makes contacts according to procedures to screen clients.
- During contact with clients, identifies and provides appropriate referral services based on individuals assessed needs/decision tree.
- Follows up the screen/call with an email or other method outlining all referrals and informational resources identified during the screen.
- Follows through on any referral question raised by the client during the screen that could not be answered at the initial contact via phone, email, mail or text.
- Ensures all screening and follow up information is submitted promptly for data entry and analysis.
- Attends all meetings with the Program team as an active participant and any applicable trainings, in person or online, to maintain and update knowledge base related to the Prenatal Resource Program.
- Participates in community activities to promote awareness of the Prenatal Resource Program and other FirstSpark initiatives.
- Performs other related duties as assigned.

QUALIFICATION AND COMPETENCIES

- Minimum of a high school diploma or GED with non-profit, health or human services experience preferred. Experience working with the public and enjoys conversations as the “spokesperson” for the Program.
- Demonstrates strong interpersonal skills that include active listening and a positive, upbeat demeanor.
- Written and verbal communication skills to clearly articulate program benefits via email and face to face.
- Native level Spanish skills preferred.
- Ability to understand unique situations including those requiring cultural sensitivity or social perceptiveness (holding diversity, equity and inclusion in high regard).
- Ability to work independently with minimal supervision.
- Strong organizational skills with the ability to manage and coordinate multiple tasks and duties.
- Must be able to work flexible hours.
- Working knowledge of computer programs including Microsoft Office Suite (Word, PowerPoint, and Excel) and database programs (including video conferencing platforms). Data entry experience a plus.



ESTIMATED ON-THE-JOB TRAINING TIME: Initial onboarding and training will take up to 3 months and will include a professional development plan with goals and benchmarks to ensure success.

TRAVEL: Specialist must provide their own transportation in/around three service areas and is responsible for completing FirstSpark mileage form and submitting monthly reimbursement (federal mileage rate). Any out-of-state training must receive prior approval.

WORK ENVIRONMENT: This is a 100% remote position with external visits to partner site. Reliable and safe home internet is required. A telework agreement will be signed by supervisor and employee with approval from Director.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform their essential responsibilities. This position includes prolonged periods sitting at a desk and working on a computer.

EEO STATEMENT: FirstSpark provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.