



**Wanted:** Versatile individual to join our team at Hands On Hartford as a Neighborhood Services Basic Need Specialist working with Neighborhood Services staff at the HOH Center For Community providing services to low-income individuals and families who reside in Hartford. The Neighborhood Services Basic Need Specialist will be the primary day to day staff person to respond to referrals and needs from participants, partnering agencies and faith groups. A special focus of this position will be with Partial Security Deposit Assistance and Operation Fuel.

**When:** 15-18 hours per week position, generally 5-6 hour days. Flexibility in the work schedule is expected.

**Why work at Hands On Hartford:** Hands On Hartford, in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility.

**What you will do as a Neighborhood Services Basic Need Specialist: You will do many things including but not limited to:**

1. Pre-Screen applicants for Operation Fuel, Security Deposit, and partner referral eligibility.
2. Schedule appointments for Operation Fuel clients. A minimum of 8-10 applicants per week during Operation Fuel seasons.
3. Primary Contact for direct referrals from Churches/Faith groups providing financial assistance.
4. Process Operation Fuel, Security Deposit, and partner referral application and enter client intakes into Client Track.
5. Understand and be able to communicate guidelines for other Neighborhood Program Services including Food Pantry, Employment Opportunity Fund, and/or Utility Assistance.
6. Maintain records of each client assisted through Operation fuel, Security Deposit, and partner referrals.
7. Make referrals to other providers and resources, follow-up on referrals, and provide other on-going supportive services as appropriate.
8. Enter services provided into Client Track Database system.
9. Welcome volunteer participation, coordinate and support volunteer efforts, and help volunteers to feel part of the Neighborhood Services teams.

10. Assist in food pantry and provide coverage as needed.
11. Network and collaborate with service providers and partners, coalitions, funders, and government agencies in relation to resources, referrals, advocacy and fundraising.
12. Compile monthly statistics of Neighborhood Services including Operation Fuel and Security Deposit.

**You may be a good fit if you:**

- Believe in our mission and core values
- Have an Associates Degree (preferred) plus a minimum of 2 years experience in case management and/or resource and referral navigation.
- Have strong verbal and written communication skills; organizational skills; and a commitment to helping families and individuals to meet their basic human needs.
- Knowledge and proficiency in using computer applications, including standard Windows application.
- Fluency in Spanish and English is strongly preferred
- Have a valid driver's license, registered and insured motor vehicle and ability to lift and carry at least 25 pounds

**If this sounds like a good fit to you:**

**Send letter of interest & resume to: Janet Bermudez, Program Manager MANNA Services**

**Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.**

**Email [jbermudez@handsonhartford.org](mailto:jbermudez@handsonhartford.org)**

**no phone calls please**

**Closing date: 09/20/2019**

**AA/EOE**

