



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

Community Programs Assistant -- Bilingual

FLSA Status: Non-Exempt

Summary of Position: The Community Programs Assistant will serve as the primary agency contact for persons inquiring about and seeking services at Connections for the Homeless.

Specific Duties:

- Primary go-to person for information requests related to Community Programs and Connections services by phone as well as face-to-face walk-in inquiries.
- Complete Internal Referral Forms to connect individuals seeking services and call back individuals seeking information about Community Programs or Connections services.
- Maintain referral database and provide external referrals as needed.
- Maintain knowledge about Connections programs and program qualification and assess eligibility for services.
- Return voice mails and answer incoming calls to the agency and route calls to the appropriate department/agency contact.
- Make follow-up and outcome call-backs for Prevention and other Community Programs
- Participate in department staff meetings, supervision, care coordination and other meetings as needed or directed.
- Represent the agency at community events, resource fairs, and service provider meetings to share information about Community Programs and Agency services.
- Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
- Perform other duties as assigned

The following qualifications are requirements for the position:

- Able to work independently and with diverse populations
- Flexible schedule – able to work some evenings and weekends
- Good speaking, writing and interpersonal skills
- Computer literacy in Microsoft Word and Excel and in client database usage
- Written and spoken fluency in English and Spanish languages
- HS Diploma/GED

The following qualifications are highly desirable:

- Associate's or BA in social services field
- Experience working with people experiencing homelessness and/or working with individuals with serious mental illness preferred.
- Experience with HMIS

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community Programs

July, 2020