



St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for men and women who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adult women and men, and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests\* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

\* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality; welcoming everyone and treating each person with dignity and respect.

**JOB DESCRIPTION – INTAKE & RESOURCE COORDINATOR**

<p><b>POSITION TITLE: Intake &amp; Resource Coordinator</b>  <b>PRIMARY LOCATION: 2323 Curtis St, Denver, CO</b>  <b>REPORTS TO: Intake Director</b>  <b>DATE: November, 2020</b></p>	<p><input type="checkbox"/> EXEMPT    <input checked="" type="checkbox"/> NON-EXEMPT  <input type="checkbox"/> FULL-TIME    <input checked="" type="checkbox"/> PART-TIME    <input checked="" type="checkbox"/> ON-CALL  <input checked="" type="checkbox"/> PERMANENT    <input type="checkbox"/> TEMPORARY</p>
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**POSITION OVERVIEW**

**This position is a part-time position working weekends (Sat & Sun) in the Intake Department, as well as on-call filling in shifts when available.**

Department of Intake and Resource Coordination is the point of entry for guests at Saint Francis Center. Resource Coordinators give new guests a brief orientation to the center, helping them understand where their specific needs can be met, as well as giving them information about the overall culture of the center. IRCs will use guest's data and responses to guide them to the best internal option. IRCs are responsible for the data maintenance of the organization and the creation of guest access cards. IRC fulfills small requests when time permits, such as directions for guests, or sending faxes. We are also responsible for maintaining the SFC and HUD privacy guidelines. The department is a good place for individuals who are looking for the opportunity to interact and listen to guests. Employees in the IRC are often the first people someone meets on their first day experiencing homelessness and therefore need to be an empathetic ear for those in need.

**PRIMARY RESPONSIBILITIES (Other duties may be assigned)**

1. Works as a member of the Department of Intake and Resource Coordination to provide face to face services to individuals in an attempt to engage them in a non-threatening way, assist them in recognizing and defining their own service needs, inform them of available services and help them access services.
2. Conducts HMIS intake and internal/OneHome assessments.
3. Maintains professional level of confidentiality and respect in all aspects of client relationships as well as adhering to HUD's privacy policy

4. Works collaboratively with other SFC departments to provide optimum coordination, communication, and continuity of services to persons who are homeless on the streets and within the shelter systems.  
Use assessment tools to best determine which track of help would best serve a guest's needs.
5. Attempts to obtain all needed data elements for HMIS records upon the first encounter for entry of a complete HMIS client record, including careful entry of guest data into HMIS
6. Produce HMIS rapid-entry cards and maintain card storage
7. Provide excellent customer service to the guests of Saint Francis Center.
8. Keeps up to date on trainings regarding service provision and customer service.
9. Helps guests with minor resource coordination, including document acquisition, proof of address, referrals, etc.

### **EDUCATION (MINIMUM REQUIREMENTS)**

- Bachelor's degree in social work, Social Services, or equivalent credentials in a related field preferred. Lived experience can be substituted for formal education.

### **KNOWLEDGE, SKILLS, AND EXPERIENCE**

1. Ability to listen with care, treat guests with respect and dignity, and respond to each individual's unique needs.
2. Ability to understand and maintain professional boundaries.
3. Exceptional knowledge of resources in Denver and surrounding counties for people experiencing homelessness, seeking housing or alternative housing options.
4. Basic computer competency, including use of Microsoft Office, HMIS, and basic accounting software.
5. Demonstrated problem solving, conflict mediation, crisis management, customer service, interpersonal, and oral communication skills.
6. Strong interviewing skills with the ability to draw out potential resource information.
7. Experience in data collection and record keeping with attention to detail and accuracy.
8. Basic knowledge of Housing First principles, Trauma Informed Practices, and motivational interviewing.
9. Willing and able to work with people from a variety socioeconomic, cultural, and personal backgrounds including individuals with diverse identities and/or various and multiple disabilities.
10. Ability to collaborate both within SFC and with other organizations in the community.
11. Excellent organizational and time management skills.

### **PHYSICAL/MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- There will be a variety of people within the shelter at any time of varying personalities and backgrounds. Additionally, while the environment is generally peaceful, some individuals who enter the Day Center can exhibit erratic, unpredictable, and even at times violent behavior. All staff are trained in how to handle situations in a way that promotes the safety of other staff, volunteers, and guests.
- While performing the duties of this job the employee is regularly exposed to outdoor weather conditions.
- Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.

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## **COMPENSATION AND BENEFITS**

Salary is \$16-18/hour depending on qualifications.

This is a full-time, non-exempt position with a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust pension plan after 1 year (5% plus a dollar-for-dollar employer match up to 4%)
- Generous Employer-paid sick/vacation leave

## **TO APPLY**

Qualified persons may apply by sending a cover letter, résumé, and three references to [duncan@sfcdenver.org](mailto:duncan@sfcdenver.org), Attn: Duncan Metcalfe.

Résumés without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

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Saint Francis Center is an Equal Opportunity Employer.