



SAINT
FRANCIS
CENTER

Employment Contact
Applications@SFCDenver.org
www.SFCDenver.org

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. Our 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.

We are currently looking for a **Intake & Resources Coordinator**. This is a Full-Time, non-exempt position eligible for an excellent benefit package as outlined below.

POSITION OVERVIEW

Department of Intake and Resource Coordination is the point of entry for guests at Saint Francis Center. Intake & Resource Coordinators, (IRC) 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, as well as completing OneHome/VI-SPDAT as applicable. 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. IRC's are also responsible for maintaining the SFC and HUD privacy guidelines.

PRIMARY RESPONSIBILITIES (Other duties may be assigned)

- 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.
- Conducts HMIS intake and internal/OneHome assessments.
- Builds relationships with clients with the ultimate goal of housing, benefits and other resources needed to end clients' homelessness.
- Maintains professional level of confidentiality and respect in all aspects of client relationships as well as adhering to HUD's privacy policy
- 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.
- Advocates for the needs of individual clients as well as systemic change, whenever needed for the overall benefit of persons who are experiencing homelessness.
- Use assessment tools to best determine which track of help would best serve a guest's needs.
- 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
- Produce HMIS rapid-entry cards and maintain card storage
- Provide excellent customer service to the guests of Saint Francis Center.
- Keeps up to date on trainings regarding service provision and customer service.
- Helps guests with resource coordination, including document acquisition, proof of address, referrals, etc.

- Participates in Point in Time survey, OneHome and other community efforts to properly identify or survey persons who are experiencing homelessness.
- Attends and participates in all DIRC Team and All-Staff meetings and scheduled retreats. Serves on subcommittees based on personal interest and availability with other work duties. Participates in rotation of facility cleaning of DIRC office and general lounge/staff areas.

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

- Ability to listen with care, treat guests with respect and dignity, and respond to each individual's unique needs.
- Ability to understand and maintain professional boundaries.
- Exceptional knowledge of resources in Denver and surrounding counties for people who are homeless, seeking housing or alternative housing options.
- Basic computer competency, including use of Microsoft Office, HMIS, and basic accounting software.
- Demonstrated problem solving, conflict mediation, crisis management, customer service, interpersonal, and oral communication skills.
- Strong interviewing skills with the ability to draw out potential resource information.
- Experience in data collection and record keeping with attention to detail and accuracy.
- Basic knowledge of Housing First principles, Trauma Informed Practices, and motivational interviewing.
- 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.
- Ability to collaborate both within SFC and with other organizations in the community.
- Excellent organizational and time management skills.

COMPENSATION AND BENEFITS

Salary is \$17.45 - \$21.81/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 applications@sfcdenver.org, or eddy@sfcdenver.org 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.

In accordance with the City of Denver's Public Health Order - New employees will be required to provide proof of vaccination **PRIOR** to their start date or obtain a Medical/Religious exemption **PRIOR** to date of hire.

Saint Francis Center is an Equal Opportunity Employer.

St. Francis Center (SFC) strives to create a more just, diverse, equitable, and inclusive society for our community members who experience homelessness and turn to us for refuge. This begins with how we serve our guests and residents as well as how staff, volunteers, and board members treat each other. SFC acknowledges that, as a community, we can always do better by learning from the past and by celebrating and including all voices. SFC commits to learning and growing as we consistently strive for a more equitable and inclusive society.