



EMPLOYMENT OPPORTUNITIES

INFORMATION & REFERRAL SPECIALIST POSTING Number: 2012-03

To Apply: Employment Application Forms can be obtained from our website or HACS' Administration Office. **Please** include the **Job Posting Number** listed above when submitting your completed Employment Application. **Also complete** a background check form, education verification forms, professional reference check forms, and employment verification forms, which, are also on our website. **Resumes are required but will not be accepted in lieu of HACS' Employment Application Form.** You may submit your completed application and other required forms by faxing, scanning and e-mailing, mailing, or delivering your information to:

Houston Area Community Services, Inc.
Attn: Nathan Maxey, MPA
2150 West 18th Street, Suite 300
Houston, TX 77008

For more information email nmaxey@hacstxs.org No phone calls please.
Website: www.hacstxs.org Fax: 713-526-1422

To ensure consideration, return an Employment Application by UNTIL FILLED	Supervisor: Fred Reninger, Director of Housing Address of Opportunity(ies): 2150 West 18 th St, Suite 300, Houston, Texas 77008 Number of Opportunity(ies): 2
--	--

Job Functions: The Information and Referral Specialist provides information and referral services by linking clients with the assistance they need. Process requests primarily on phone lines.

- Answers telephone lines.
- Assesses the caller's needs.
- Screens clients for Housing and other HACS Health Center Services.
- Provides information and referral services through the use of agency's resource system and community resources.
- Follows up with clients to see that needed services were received.
- Maintains accurate records of all calls and services provided as required.
- Updates and expands resource guide.
- Checks phone messages in a timely manner and returns calls to the client or routes calls/messages to the responsible party.
- Performs quality management/assurance activities.
- Other duties as assigned.

Minimum Qualifications: Must be: Bilingual (English/Spanish) and have a High School Diploma or equivalent. One year experience in a customer service or human services position. Effective listening, verbal, and written communication skills. Ability to use multi-line phone equipment to answer incoming calls. Ability to use a computer to complete job functions. Ability to preserve confidential information. Ability to foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies, and clients.

Additional Information: Participates in trainings required by the funding source and/or required by licensure.

HACS, a Joint Commission accredited healthcare organization, offers a very competitive compensation package including medical/dental insurance, vision coverage, and paid time off. Short-term, long-term disability and paid holidays are also part of our benefits.

AN EQUAL OPPORTUNITY EMPLOYER