

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Information and Referral Specialist

Reports to: Supportive Services Manager

Education Requirement: Bachelor's Degree, or equivalent work experience

Experience Required: Minimum of 3 years in program services

Position is: Non-Exempt, Full-Time (40 hours per week), Contract – to end 6/30/2026 with 2-year renewal potential

Pay Range: \$23-25 per hour, depending on experience

Job Summary:

The Information and Referrals Specialist (I&R), reporting to the Supportive Services Manager, assists walk-in, call-in, and referred participants in accessing community resources by assessing needs and making referrals. Responsibilities include completing data forms, performing administrative tasks, and overseeing general office maintenance. They are responsible for building partnerships and making connections with local non-profit agencies and social service providers for the benefit of Families Forward's staff, volunteers, and participating families. Additionally, the I&R will collaborate with program team members to assist in the coordination and connection of referral linkages on behalf of participating families into the community resources with the goal of ensuring families' critical needs are met.

Essential Job Duties:

Information and Resource Services (50% of time spent)

- Be familiar with and provide resource information to parents, families, and individuals that call, walk in, or attend community events at the Family Resource Center.
- Recruit, develop, maintain, and coordinate various community resource partnerships.
- Complete appropriate data collection forms and submit and enter into the data system platform on a timely basis.
- Maintain confidentiality in matters of clients, personnel, and FRC Operations.
- Ensure that data collection forms are readily available to all FRC staff as needed.
- Develop and maintain effective working relations with all individuals and agencies impacting the program within the community.
- Network whenever possible to increase knowledge about resources within the community.

Administrative Support (50% of time spent)

- Evaluate community resources by assessing gaps in service and identifying new services needed to help support families as they work towards housing stability.
- Liaison between community resources, staff from various teams, volunteers, and participating families to ensure that clients are receiving high-quality, effective services to meet their needs.
- Maintain written and computerized records, compile reports, and complete other program documentation in accordance with data quality and compliance requirements.
- Maintain appropriate confidentiality of client's information and records.
- Participate actively in regular supervision, team meetings, and other all-staff meetings.
- Provide ongoing input, information, and materials (as requested) that support internal and external communication efforts about programming and opportunities.

- Attend professional training courses and conferences as needed.

Additional Qualifications:

- Highly organized with the ability to manage multiple tasks with careful attention to detail and accuracy.
- Seeking an individual that is proficient in computer literacy.
- Maintain valid California Driver's License and Proof of Automobile Insurance.
- Pass background check as required by law.
- Bilingual English & Spanish preferred.

Benefits:

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please submit resume to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls please.