

FRIENDLY HOUSE, INC.
JOB DESCRIPTION

JOB TITLE: Welcome and Triage Worker

BASIC DUTIES: Provide first contact triage for persons seeking assistance at Friendly House. Manage the waiting room for the Social Services department, ensuring that people who are waiting are in the right place and have the documents/information needed in order to be helped. Promote a friendly and welcoming atmosphere.

SPECIFIC DUTIES:

- From the desk stationed near front entrance, greet persons at the front door waiting area, and assist persons requesting services to enter their name on a list that determines the order to be served.
- Triage presenting problems and direct those eligible for Friendly House services to the waiting area, and answer questions as appropriate.
- Determine that people waiting for Immigration or housing issues have the correct documents for the service so they are not waiting to be sent away later.
- If Social Services Department does not provide a requested service, refer the person to another Friendly House program or other community resource.
- In cases where the presenting problem would best be handled by a specific Friendly House case manager, speak to that person when free, and determine if that provider would be most helpful.
- Assist clients in meeting their designated case manager as time permits.
- Maintain order in the waiting area and deal with any problems that arise.
- Answer telephone calls when this is a priority.
- Enter data on clients receiving food/diapers/formula and assist with food distribution
- Perform other duties as assigned by supervisor.

REPORTS TO: Director of Social Services

QUALIFICATIONS:

- Excellent communication and interpersonal skills
- Knowledge of Friendly House Social Services Department desirable
- Experience and/or education in human services; knowledge of community social service agencies, direct social services, and/or case management desirable
- Associate's Degree desirable
- Ability to work independently with minimal supervision
- Bilingual in Spanish/English strongly preferred
- Must be able to work 9 AM – 5 PM Monday – Friday except for leave days.