



Job Title: Service Priority Specialist
Supervisor: Family Housing Hub Manager
Classifications: Exempt
Salary Range: \$36,000 - \$40,000 (DOE)

About UMOM New Day Centers:

Founded in 1964, UMOM is Arizona's largest provider of services for families experiencing homelessness. Our mission is to prevent and end homelessness using innovative strategies and housing solutions that meet the unique needs of each family and individual. With an annual operating budget of 22 million dollars, UMOM provides shelter, housing, and supportive services to youth, families, and individuals experiencing homelessness in Maricopa County. UMOM serves just over 12,000 unique individuals across all our services annually, including those families receiving support at the Family Housing Hub.

Position Description: The role of the Service Priority Specialist (SPS) is to assist families experiencing a housing crisis identify resources, support and/or assessment through the community coordinated entry system at the Family Housing Hub (FHH).

Essential Duties and Responsibilities:

Direct Client Care

- Provide resources, support and information to households and assist households in creating short-term plans to solve immediate housing crises.
- Engage in problem-solving techniques and housing stability planning with households including preventing families from entering the homeless services system when appropriate.
- Complete assessments with households in a professional, trauma-informed, and accurate manner.
- Collect all required information from households to insure appropriate connections to resources and housing.
- Serve as liaison between household and partner agencies to assure continuity of care.
- In collaboration with partner agencies, assist clients in accessing all necessary documentation for program eligibility.
- Assist with triage at FHH front-desk and phones, greet clients and provide high level screening upon initial contact.

Family Housing Hub Operations

- Staff satellite locations and off-site screening events.
- With the FHH team, maintain up-to-date listings of community, employment, and housing resources.
- Clearly and consistently communicate program details and client navigation information to external partners.
- Assist in office administration including client record upkeep, data entry, and information inquiries.

Documentation, Data Quality, and Outcomes

- Assure that data is complete, accurate, and on-time in accordance with UMOM's data quality standards.
- Focus on achieving agency outcomes of diversion from homeless system, data quality, and program efficiency.

Schedule:

All SPS positions require staff to work five days per week including up to two evening shifts till 8pm.

Qualifications and Competency Requirements:

Experience and Education

- Bachelor's degree required, ideally in a related field.

- Minimum 1-year experience working with at-risk populations and/or case management required.
- Ability to work flexible hours, including occasional night and weekend shifts as needed.
- Knowledge of non-profit sector; experience working with underserved or disadvantaged populations is preferred.
- Knowledge of community resources and understanding of community health and social service system is a plus.
- Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization.

Computer Skills

- Basic computer literacy required, including, proficient in Windows operating system, Microsoft Outlook, web navigation, typing and text editing, and the ability to learn new software navigation.

Compliance

- Valid Level One Fingerprint Clearance Card or the ability to obtain one
- Valid AZ driver's license and a driving record that falls within UMOM's policy
- Vehicle insurance in accordance with UMOM driving policy

Additional Attributes:

- High level of attention to detail and ability to multitask
- Ability to exercise excellent independent judgment and ownership of decisions
- Ability to work independently and self-manage to achieve goals while being a strong team player
- Ability to organize, meet deadlines and prioritize appropriately
- Willingness to embrace and actively support UMOM's core values