



Neighborhood Services Coordinator

Wanted: Versatile energetic individual who is bilingual in English and Spanish to join our team at Hands On Hartford as the **Neighborhood Services Coordinator**. Work in Neighborhood Services at the HOH Center for Community in providing services to low-income individuals and families who reside in Hartford. The Neighborhood Services Coordinator will be the primary day to day staff person to respond to phone calls, walk-ins, referrals and needs from participants, partnering agencies and faith groups.

Why work at Hands On Hartford: Hands On Hartford, located in the vibrant Parkville neighborhood of Hartford in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility. We're a 54-year-old nonprofit that values diversity, team work, and takes a strengths-based, collaborative approach to all we do.

As a Neighborhood Services Coordinator: You will do many things including but not limited to:

- Answer calls and respond to walk-ins.
- Pre-Screen applicants for security deposit assistance, Operation Fuel, rental assistance, dental funds, and employment / education funds, and partner referral eligibility.
- Schedule appointments with clients. A minimum of 8-10 applicants per week during Operation Fuel seasons.
- Process security deposit assistance, Operation Fuel, rental assistance, dental funds, and employment / education funds and partner referral application and enter client intakes into in the data management system.
- Maintain records of each client assisted through security deposit assistance, Operation Fuel, rental assistance, dental funds, and employment / education funds, partner referrals and other non-financial related services.
- Complete intakes, make copies of necessary documents, submit check requests once approved by supervisor.
- Enter services provided in the data management system.
- Compile monthly statistics of Neighborhood Services including security deposit assistance, Operation Fuel, rental assistance, dental funds, and employment / education funds.
- As needed provide direct program support as assigned.

You may be a good fit if you:

- Believe in our mission and core values.
- Commitment to helping families and individuals to meet their basic human needs.
- 2 years experience in case management and/or resource and referral navigation.
- Excellent oral and written communication skills.
- English and fluency in Spanish required.
- Ability to lift and carry at least 25 pounds.

We care passionately about our employees and offer:

- Dedicated, diverse, and friendly co-workers.
- 35 hours a week, typically Monday-Friday. Flexibility in the work schedule is expected for meetings, trainings and events.
- Paid time off-12 holidays, vacation, personal time, and sick leave.
- 401 K contribution and employer match.
- Free on-site parking.

Pay: Range \$19-\$26 per hour.

If this sounds like a good fit to you: Send letter of interest & resume to: Stephanie Boyce,

**Director of Homeless Prevention Outreach and Food Access
Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.**

Email sboyce@handsonhartford.org

AA/EOE