



## Resource Specialist 1

Spokane, WA

**Family Impact Network (FIN)** is a subsidiary of Empire Health Foundation, located in Spokane, Washington. Empire Health Foundation has led the convening of stakeholders in Eastern Washington to improve the quality of services for vulnerable children and families. FIN is the Network Administrator to for Performance-Based Contracting (PBC), designed to improve child welfare outcomes and enhance services in Washington State.

### Job Summary

The Resource Specialist 1 (RS 1) will provide customer service and administrative support through the referral process. Requests will be made by Social Workers of the Department of Children's Administration of the Washington Department of Social and Health Services to ensure the maximization of resources and expedient service delivery. The RS 1 will have a primary focus on referral processing for the Spokane, Moses Lake, and Colville areas.

### Essential Job Functions

- Consistently monitor portal for new referrals sent by social workers from all offices, Spokane, Moses Lake, and Colville;
- Confirm referral receipt to the initiating social worker;
- Enter referral data into relevant IT system;
- Assign new referrals to the social worker designated Resources Specialist;
- Review referral for completeness, confirm data accuracy in relevant IT systems and link with existing cases;
- Provide excellent customer service to CA social workers to clarify questions on referrals;
- Provide excellent customer service to service providers to fill referral orders;
- Assist other FIN staff (contracts, etc.) as necessary;
- Assist with process testing for new programs or services;
- Provide back up support to other Resources Specialists; and
- Other special projects as needed.

### Qualifications

- Associates degree preferred;
- Two years' experience providing excellent customer service; and
- Experience with computer software e.g., Microsoft Excel, database applications.

### Experience

- Excellent communication skills (oral and written);
- Strong attention to detail;
- Excellent customer service and independent problem-solving abilities;
- Projects a positive, service oriented attitude and initiative to complete tasks;
- Ability to work well in a fast-paced environment with the ability to adapt to change while meeting deadlines;
- Strong team player;
- Culturally competent; and
- Experience in data analysis, preferred.



Please send a resume and cover letter with your salary requirements to Rebecca Johnston at [rebeccaj@empirehealthfoundation.org](mailto:rebeccaj@empirehealthfoundation.org). FIN serves a diverse community and encourages applications from qualified individuals who reflect the growing diversity that enriches Spokane and the surrounding counties.

Family Impact Network is an EEO employer.