



EMERGENCY FAMILY ASSISTANCE ASSOCIATION

JOB DESCRIPTION

Job Title:	Mountain Resource Liaison
Hours of Work:	40 hours per week. This person will typically work Monday through Friday within the hours of 8:30 - 5:00 with some flexibility as determined by the supervisor and employee. Regular and timely attendance is an essential function of this job.
Work Location:	Office in Nederland located at the Nederland Food Pantry, 196 W 1st St, Nederland, CO 80466, with expectations of providing community-based case management and outreach within Nederland, Ward, Jamestown, Gold Hill, Wondervu, and other unincorporated Boulder County communities within BVSD.
Reports to:	Basic Needs Program Manager

Position Summary

This person will act as a representative of EFAA in the mountain communities of Boulder County, and work to enhance service provision and quality of life to Mountain Residents. This person will provide day-to-day resource navigation services to families and individuals in the EFAA's Basic Needs service area that are having difficulty in meeting basic needs, by providing access to EFAA assistance as well as Boulder County benefits.

Essential Functions

Resource Navigation:

- Provide access to EFAA services, in accordance with EFAA policies and procedures.
- Providing warm handoffs to community partners such as Benefits in Action, Personal Finance, Boulder County departments, and others to meet our participant's needs.
- Link participants to other resources available in the community, with specialized knowledge of resources present in the mountains.
- Conduct professional case management interviews with a variety of participants.
- Runs the day-to-day operations of the mountain office, including answering phones and scheduling appointments, as well as handling walk in appointments and urgent needs.
- Collaborate with co-workers and supervisor on cases.
- Enter all relevant information into the database for analysis.
- Complete case management related paperwork in an accurate and timely manner.
- Work with Supervisor on client related issues including but not limited to case related paperwork, working with challenging cases/clients, in-services with outside agencies, budget related issues, etc.
- Maintain working knowledge of community resources available to assist the population served by EFAA or Boulder County.

- Take proper safety precautions, anticipate unsafe circumstances and act accordingly to prevent accidents. Adhere to and practice EFAA Safety Rules.

Mountain Human Services Collaborative:

- Attend and participate in monthly meetings of the Peak-to-Peak Task Force.
- Identify programming and event needs in the mountain communities; work with management and community partners to plan, implement and lead events.
- Conduct outreach to spread awareness of this service in the mountain communities.
- Build resiliency by communicating across sectors, liaising with community members, nonprofits, and representatives of government and faith communities.
- Identify and report on services and unmet needs in the Boulder County Mountain communities.
- Build and maintain collaborative working relationships with groups and individuals referring to EFAA or Boulder County for help.

Housing Resource Navigation:

- Provide trauma-informed, strengths-based case management services to Nederland housing residents (up to 8 units) and assist them in their efforts to acquire stable housing and increase self-resiliency.
- Collaboratively screen and complete applications for housing participants:
- Execute property management protocols in collaboration with finance and property management team.
 - Move in and move out protocols
 - Manage residents' compliance with housing policies and procedures and post infractions/demands when appropriate
 - Completing leases
 - Manage operations and maintenance coordination
 - Managing monthly payments of rent using our online database property management system

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned as necessitated by organizational demands.

Skills/Competencies

- Residency in a Boulder County Mountain community is strongly preferred but not required.
- Minimum one year of case management experience and/or an undergraduate degree in Sociology, Social Work, Criminal Justice, Family Studies, or a related field.
- Experience working with low-income and ethnically diverse households.
- Familiarity with the unique culture and needs of rural mountain communities.
- Prior experience with strength-based case management and motivational interviewing desired.
- Experienced in working with databases and various online platforms, including Microsoft Office, Microsoft Teams, Jotform, and/or Housing Management Systems.
- Attention to detail and ability to manage multiple projects simultaneously.
- Ability to establish priorities in an environment with competing demands.
- Excellent interpersonal, oral, and written communication skills.
- Ability to communicate and work effectively with a wide variety of people.

- High degree of professionalism and ability to maintain confidentiality.
- Consistent access to a reliable car suitable for year-round mountain driving.
- Commitment to EFAA's mission, vision, and values

Working Environment, Physical Activities and Equipment Used:

May conduct appointments at clients' home or other community sites. Regularly uses computers for data input and other work.

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The annual salary range for this position is \$58,000 - \$61,000. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Mountain Resource Liaison". Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring, and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy, marital status or any protected class under applicable Federal, State or local laws not listed above