



Connection Coordinator

The Connection Coordinator will provide participants with referrals to services and any information they require, ensuring that they're greeted with courtesy every visit. Job related skills include multitasking, consistency, attention to detail, and the ability to work in a fast paced environment. The Connection Coordinator should possess excellent communication skills and thrive in social interactions.

This position may also include Community Health Worker Certification as part of the job training process.

Qualifications:

- **Relevant combination of education and/or professional experience**

No minimum educational requirements. However, education related to human services will be considered. Some direct professional experience working with vulnerable populations is preferred.

- **Team player attitude**

Willing to participate in a team environment. Must be willing to work in a cooperative model to achieve the common goals of the agency and the participants. Must be willing to receive constructive feedback and engage in a learning environment while on the job.

- **Engagement & communication skills**

Ability to actively engage participants to build healthy relationships. Willingness to interact with participants, address their concerns, and be their first point of contact.

- **Ability to work independently**

Candidates must be self-motivated and have a willingness to work independently.

- **Self-awareness**

Willingness and ability to be aware of personal and professional boundaries at all times.

- **Basic Technology Proficiency**

Ability to use computers and technology to communicate, enter data, maintain schedules, and navigate internet research.

- **Harm Reduction Commitment**

A commitment to the principle and practice of harm reduction is essential to this position. Must be willing to incorporate harm reduction and prevention into direct service. Willingness to work with individuals who may be actively using substances.

Primary Responsibilities:

- Develop in-depth knowledge of services and remain up-to-date on all ongoing events.
- Teach participants about their service options and make specific recommendations based on their interests.
- Assist participants in successfully navigating available services through referral protocols.
- Coordinate communication between participants and staff.
- Be an advocate for all participants, treat all teammates and participants with dignity and respect, and contribute to the work environment to ensure it remains free of judgment for all people.
- Maintain high levels of confidentiality.

Examples of some tasks and duties:

- Greet and engage socially with participants.
- Answer phones and direct calls to appropriate staff members.
- Assist participants with any required paperwork
- Maintain office supply inventory, stock supplies, and submit purchase requests.
- Develop and maintain programs and services binder and whiteboard with daily and weekly activities and program access details.
- Maintain office signage and bulletin boards, keeping all posted information tidy and up-to-date.
- Maintain tidiness in front of house.

General Responsibilities of all OAA staff

- Maintain high levels of confidentiality, improve confidentiality systems whenever possible.
- View each day as a learning opportunity. We emphasize practice not perfection and many aspects of the agency remain fluid to accommodate innovation and change.
- Answer phones, attend to immediate client needs and occasionally work nights or weekends as special events require.
- Work with the team to continuously improve and reimagine how to make OAA more efficient, effective and impactful. Creativity is encouraged!

Application Materials Required:

- Resume
- Three professional or educational references with name and contact information.
- Cover letter describing the following:
 - What does harm reduction mean to you
 - What unique challenges you anticipate with this role

How to submit application materials:

Please email application materials to amanda@openaidalliance.org. Please no hand delivered applications. Priority deadline for first round of interviews 3-10-2023. Applications will be considered until the position is filled.