

The Harrelson Center

20 N. 4th Street, Ste. 440

Wilmington, NC 28401

Phone: 910-769-4730

www.familypromiselowercapefearnc.org

Job Title: Prevention Specialist

Department: Programs

Reports to: Executive Director

FLSA Status: Part-Time - Hourly/Non-Exempt

Location: On-site at Family Promise LCF Office

Schedule: Weekdays, some flexibility in days/times

Hours: Approx. 20 hours/week

Pay Rate: $16-$18/hour

# About Family Promise of the Lower Cape Fear

Our mission is to support families experiencing housing instability, including domestic violence survivors, to achieve sustainable independence. Established in 1996 with an initial focus on providing emergency shelter, we have responded to the needs of our local community and expanded our programs to include GRACE extended emergency shelter, eviction prevention, and new in 2025, shelter diversion. Our vision is every family in the Lower Cape Fear region will have a home, housing security, and sustainable financial independence.

# Job Summary

The Prevention Specialist will be a key part of our Program Team, assisting applicants in accessing vital rental and utility assistance and related services. In this role, you will engage with applicants via phone, email, in-person, and if needed, virtual platforms, to assess eligibility, collect required documentation, and provide light case management services to help them successfully apply for assistance. Through these services, this role will help families stabilize their housing and avoid entering the shelter system. This position must be staffed with a dedicated and service-oriented individual, with the ability to communicate empathetically with applicants, advocate on their behalf with landlords, and manage detailed records.

**Education**

Minimum of High School diploma.

Associates degree or higher preferred.

# Experience

A minimum of at least two years of experience in customer service, preferably working with diverse and underserved populations. Experience with case management, housing support services or familiarity with diversion and prevention models a bonus.

**Job Roles**

* Conduct new client intake interviews via phone, email, in-person, and if needed, virtual platforms.
* Assess applicants for eligibility in the Shelter Diversion and Eviction Prevention program.
* Process applications according to program guidelines and procedures.
* Guide applicants through the application process, including helping with documentation and technology.
* Provide referrals to other social services agencies.
* Communicate with landlords, property managers, utility companies, and other related services to obtain necessary information.
* Maintain accurate records, ensuring all steps of the application process are followed.
* Provide timely follow-up with applicants regarding their application status.
* Collaborate with the Executive Director to move cases forward.
* Track and report data.
* Uphold confidentiality, privacy, and compliance with all federal and state laws.
* Participate in agency meetings and training.
* Other relevant duties as assigned.

# Skills

* Experience working with vulnerable populations.
* Computer savvy and experienced in a variety of software applications including Microsoft Office.
* Strong verbal and written communication skills.
* Organizational skills with attention to detail and the ability to prioritize tasks.
* Compassionate problem-solving and the willingness to support families through difficult situations.
* Spanish speaking preferred, not required.

**Application Instructions:** Applicants to email cover letter and resume to director@familypromiselcf.org. Please include the words “Prevention Specialist” in the subject line.