



Job Description

(May 2018)

Title: Emergency Assistance Coordinator

Reports to: Director of Community Services

FSLA Status: Non-Exempt

Job Status: Full time

Supervises: N/A

Summary: Provide direct client services to individuals and families seeking basic needs assistance from Catholic Charities of Central and Northern Missouri. Gather all required data and forms, process appropriately, and document services provided in a timely manner. Provide services in-office and community based utilizing CCCNMO Mobile Resource Bus.

Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Essential Duties and Responsibilities

- Interact directly with clients seeking assistance from CCCNMO for basic needs, including rent, mortgage, and energy assistance. Telephone, electronic mail, and face-to-face contact with clients are all required.
- Gather all required information and paperwork for effective and efficient processing of client requests for assistance. Process all applications in a timely manner and complete pledges for assistance for qualifying clients. Record all client transactions appropriately.
- Provide monthly report of completed services to Director of Community Services.
- Utilize CCCNMO Mobile Resource Bus to provide services remotely.
- Process client requests for household goods assistance with appropriate staff and ensure requests are filled in a timely manner.
- Represent CCCNMO at outreach events and opportunities.
- Other duties as assigned.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma required, bachelor's degree preferred.

Computer Skills

Demonstrates proficient computer skills and familiarity of Microsoft Office software applications including Outlook, Word, Excel and PowerPoint. May also require the ability to use Access, and desktop publishing software as required. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly in both written and verbal form. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, business correspondence and procedure manuals utilizing proper English, grammar, punctuation and spelling; proofreads with accuracy and completeness to produce documents requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

None required

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check, and requires completion of the Protecting God's Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.