

Emergency Assistance Case Coordinator

Staff Position: Case Coordinator (PT – 24 hours per week)

Staff Advisor/Contact: Sherri Longhill, Program Director Emergency Assistance (Primary)
Cathy Hassinger, Director Community Services (Secondary)

Position Description: Primary responsibilities are:

- Assist those calling for emergency financial assistance (EA) in order to prevent eviction or utility shut off. Territory covered includes counties: Clarke, Culpeper, limited Fairfax County (Herndon and Reston), Fauquier, Frederick, Loudoun, Madison, Page, Rappahannock, Shenandoah, Warren, and the city of Winchester. Travel to Loaves & Fishes in Front Royal (average 2 days a month) to conduct client interviews.
- Daily recordation of incoming messages on a paper telephone call log. Return calls with 24 hour average turnaround. Screen callers for eligibility, schedule appointments and maintain appointment log; conduct client interviews. Collaborate with landlords/utility vendors and other EA non-profit agencies in supported territory to assist people with rent and utilities.
- Serve as primary provider for information & referral of callers to other CCDA programs and community services.
- Assist EA Program Director with oversight of EA volunteers including volunteer case coordinators in following EA guidelines, CCDA policies and best practices. Ensure accuracy of client intake/voucher information with documents required by CCDA Finance.
- Generate and maintain on the shared drive a monthly Excel telephone referral log from the paper log. Assist Program Director with other monthly and quarterly Excel reports.
- Manage the EA partnerships producing quarterly referral reports for the select points of contact.
- Knowledgeable and willing to uphold Catholic moral and social teaching.

Other Duties:

- Ability to travel throughout the supported geographic territory of the diocese to assist the Program Director with EA outreach to parishes, existing and potential partners.

Qualifications & Skills:

- Outstanding interpersonal skills and the ability to multi-task in a fast-paced work environment.
- Strong listening skills and demonstrated poise, tact and diplomacy.
- Ability to present a positive professional image.
- Ability to work in a team setting and also to work independently with minimal supervision.
- Strong written and oral communication skills in English. Spanish is a plus.
- Must possess a valid State of Virginia driver's license.
- Proficient in use of the internet. Proficient in MS Word, Excel, Outlook and other software applications. Experience with database data entry required.

Education and Experience:

- Undergraduate degree. Two years of experience in social services preferred.
- Strong interest in helping underserved populations is a plus.

Physical Demands:

- Must be able to stand, walk, use hands and fingers to use a computer keyboard and handle food; reach with hands and arms and talk or hear. Required to stoop, kneel or crouch and climb a ladder.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Please email resume and cover letter to: jobs@ccda.net