|  |  |
| --- | --- |
| Job Title: | **CARES Crisis Response Program Specialist (COVID 19)**  |
| Department: | **Community Services** |
| Reports to: | **Financial Management Services Coordinator** |
| Grade: | **PS**  |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt, (40 hours/week, Temporary Position)** |
| Prepared by: | **Kris Brady** |
| Date: | **February 11, 2021** |
|  |
| Purpose:To assist households recovering from the economic impact of the COVID-19 Pandemic, by providing crisis assistance, allowing them to overcome barriers to self-sufficiency and connect with other resources within NMCAA and their communities.  |
| Essential functions:***Customer Advocacy and Casework**** Set and administer virtual and/or in-person appointments with clients seeking crisis assistance, including using the MI Bridges system to access referrals.
* Receive and process applications virtually across a 10-county service area.
* Work individually and in a team setting to achieve the goals of the program.
* Maintain an understanding of NMCAA programming to provide referrals as appropriate.
* For customers for which NMCAA programming cannot meet all needs, provide referral(s) to appropriate community programs.
* Maintain complete customer files in FacsPro with case notes as appropriate.
* Reach out an identify appropriate vendors to meet client needs in compliance with Agency guidelines.
* Perform client advocacy with vendors.

***Public Relations**** Maintaining positive working relationships with service providers and vendors.
* Outreach and attendance of community meetings representing Community Services and the CARES Crisis Response Program as appropriate.

***Other**** Participate in staff meetings and training sessions as required.
* Meet all relevant ROMA performance targets and goals and objectives of the Agency’s CSBG CARES Work Plan, or other service contracts.
* Perform file reviews for CARES Crisis Program using a checklist.
* Submit Programmatic reports as required.
* Complete other duties as requested.
 |
| Position Objectives:* To meet the needs of clients in the CARES Crisis Response Program.
* To ensure that all work is completed accurately and in a timely manner.
* To represent the Agency in a professional, friendly, and caring manner.
 |
| **Measured by:*** 30-day performance review
* ROMA reports
* Casefile review
* Ongoing assessment
* Cooperation with and feedback from coworkers.
 |
| **Minimum Education:*** Associate degree or equivalent preferred.
 |
| **Minimum Experience:*** One to two years in a customer service or social services setting.
* Experience with low-income populations preferred.
 |
| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
 |
| **Minimum Skills Required:*** Excellent computer skills, including data entry, multi-media communication skills (email, text, Zoom, MS Teams, etc.)
	+ Ability to use basic office equipment (copier, fax machine, desktop computer, phone)
	+ Excellent customer service and interpersonal communication skills.
	+ Excellent organizational skills and attention to detail.
	+ Self-motivated, a cooperative and effective team member.
	+ Ability to handle multiple tasks with multiple interruptions.
 |
| **Minimum Physical Expectations:*** Physical activity that always involves keyboarding, sitting, phone work, filing.
* Physical activity that involves extensive time working on a computer.
 |
| **Minimum Environmental Expectations:**The Crisis Response Specialist position may operate remotely in a work from home or in an office setting, as dictated by current Michigan COVID-19 response restrictions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. |