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| 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** |
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| 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. | |