

ROWAN HELPING MINISTRIES JOB DESCRIPTION

CRISIS ASSISTANCE NETWORK CRISIS SUPPORT SPECIALIST (Full-time)

The Crisis Assistance Network (CAN) is a part of Client Services and includes the Financial Assistance, Clothing Center, Food Pantry and Reception area. The Crisis Support Specialist is a staff position assigned to work in the Crisis Assistance Network (CAN). This is a full-time position that reports to the Crisis and Housing Manager. This position is eligible for benefits. The work week is typically Monday through Friday, 32-35 hours a week; time schedule between 8:00am – 6:00pm.

SPECIFIC RESPONSIBILITIES

- Be thoroughly knowledgeable of CAN policies and procedures and other financial assistance programs including government funding.
- Must be flexible and able to multi-task in a fast-paced work environment.
- Conduct thorough interviews of clients who are applying for financial, clothing and food assistance. Must gather accurate information and documentation of interview.
- Train volunteers to conduct interviews and properly document cases in Virtual Case Manager database.
- Listening to and reviewing written information from other staff and volunteers gathered from the interview to assure an informed decision is made on each case.
- Make informed decisions on funding and funding source within standard operating procedures on financial assistance for interviews done by volunteers.
- Verify all required documentation for financial assistance prior to the submission of vouchers.
- Assist with data entry, inputting CAN records into Virtual Case Manager database.
- Complete client daily Virtual Case Manager database log.
- Scan, Copy & File all CAN documents.
- Answer CAN telephone line (as assigned and as needed).
- Call and make financial commitments to selected vendors as needed.
- Assist with other program needs in the Clothing Center, Food Pantry and Reception Area.
- Maintain effective working relationships with volunteers and other Rowan Helping Ministries staff.
- Must be a team player and able to adapt to a changing work environment.
- Able to work independently with minimal supervision, and as part of a team.
- Attend all meetings scheduled by Crisis & Housing Manager, Director of Crisis Assistance & Food Operations and/or Executive Director.
- Perform other related work duties as assigned by the Crisis and Housing Manager and/or Director of Crisis Assistance & Food Operations.

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 10 lbs and consistently maneuver within the office area. This position will work primarily indoors and may include repetitive motions and long periods of sitting. However,

person should be mobile to access various environments. Required to stand and walk but also must be able to sit and talk or listen. Must be able to effectively communicate verbally and in writing.

EDUCATION AND EXPERIENCE

Must be at least 21 years old, and, ideally, possess at least a two-year college degree in social services or human services field or equivalent experience.

Must be compassionate and work with diverse people and establish rapport with clients, volunteers, and staff. Must be detailed oriented, organized, and write legibly. Be a good listener with a friendly, understanding, empathic and non-judgmental attitude. Work as part of a team. Must be able to demonstrate leadership and interpersonal skills. Computer literate. Telephone, copier, and fax machine skills. Able to adapt in a fast-paced environment.

Employee's signature

Date _____

Crisis and Housing Manager

Date _____