

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Housing and In-Kind Coordinator
PROGRAM: Refugee Assistance & Immigration Services (RAIS)
SUPERVISED BY: RAIS Program Manager
STATUS: Full time until funding expires on 9/30/2023
UPDATED: 07/08/2022

JOB SUMMARY: This person is responsible for working directly with the Afghan Placement and Assistance program and R&P to coordinate housing and in-kind donations for arrivals. This includes setting up housing moving teams, meals teams, and coordinating volunteers. This position will store and sort in-kind and set up distribution of in-kind items needed for arrivals.

QUALIFICATIONS:

Competencies: Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity and initiative. Excellent inter-personal skills required. Ability to oversee a diverse classroom setting. Ability to relate positively to program director, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems and challenges. Ability to work alone or as part of a team.

Education/Experience: Bachelor's degree in a relevant field. One year work experience in human services.

Skills: Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Strong oral and written communication skills necessary. Bilingual ability (written and verbal) in language used by refugee clients strongly preferred. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with computers, internet and experience with e-mail required. Must have driver's license and access to a personal vehicle.

DUTIES & RESPONSIBILITIES:

1. Assist APA team in finding and securing affordable housing.
2. Coordinate moving teams, meal's teams, and other volunteer groups that are providing support of in-kind donations and time to APA/R&P clients.
3. Assist clients with getting their needs met through the in-kind program.
4. Complete documentation of all meetings with and work related to clients thoroughly, accurately and in a timely fashion. Use appropriate forms, format procedures and policies as prescribed by the Program Manager. Complete case notes in multiple online databases. All client documentation will be filed in the appropriate client or program file.
5. Act as liaison between staff members and volunteers working with RAIS team members to ensure compliance with process, procedure and liability requirements.
6. Work closely with CSS Development team and In-Kind Coordinator to ensure across program support of arrivals.
7. Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily.

8. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
9. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
10. Manage client confidentiality; handle sensitive personal information.
11. Other duties as assigned.

Physical Requirements: Able to climb stairs and to lift up to 50 pounds

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid driver's license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____