



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

*Job Title:* Emergency Housing Coordinator

*Department:* Family & Community Services

*Position Status:* Non-Exempt  
Full Time

*Supervised by:* Program Manager

### *General Statement of Duties:*

Under the supervision of the Program Manager, this position provides needs assessments, information services and supports to individuals and families who need assistance, including those who are eligible for the Emergency Solutions Grant (ESG). This position will be a resource to others in the community who need information, referral assistance, or direction.

### *Specific Duties or Typical Work Activities:*

- Provides triage, intake, assessment, and short-term case management to individuals or families who present to the Agency and are eligible to participate in the Emergency Solutions Grant (ESG). This will include making referrals for services and assistance with activities such as life skills, budgeting, housing searches, accessing public benefits or employment, legal issues, and mental health or substance use
- Provides outreach and support connecting people to the Emergency Rental Assistance Program (ERAP)
- Assist with establishing permanent housing and discharge planning activities, as appropriate
- Assists in coordinating services across Agency departments
- Completes informal interviews and needs assessments with individuals and families who present with an array of needs and circumstances
- Collaborate with the Program Manager to provide emergency assistance, such as food, prescriptions, rent, and utilities
- Provides or arranges appropriate supports that will help individuals meet their needs and/or resolve their concerns via follow up, advocacy, assisting with paperwork, helping with phone calls, arranging and attending appointments, transportation, and agency liaison activities
- Provides crisis management services, as needed
- Attends meetings and workgroups, as needed
- Maintains appropriate documentation in HMIS and Agency electronic health record
- Completes other documentation and reports, as required
- Other related work, as requested

### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Time management skills
- Knowledge of basic case management processes
- Ability to negotiate with and navigate multiple and varied service systems
- Computer and technology skills, including proficiency with MS Office

### *Qualifications:*

- Associate Degree in Human Services or related field required
- Minimum of 1 year of experience working with human service systems and Cortland community partners required

Catholic Charities of Cortland County is an Equal Opportunity Employer.

Last Updated: 3/16/2021



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*Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate statistical records and documentation including, but not limited to, individual client records, billing records, medication records, daily log, expense sheets, purchase orders, petty cash, client funds, and mileage records
- Required to ensure that employees and volunteers are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee