



Position Information

Position Title: **Emergency Assistance Program Coordinator**

Department: **Catholic Charities**

Reports To (Title): **Regional Director**

Work Schedule: M – F Hours: 8:30am to 5pm Other: _____

Type of Employee (Hours worked per week) Regular Full Time (≥30) Regular Part Time (20-29) Part Time (≤20) Temporary (varies)

Percentage of Travel Required 0% 10% 25% 50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Emergency Assistance Program Coordinator oversees all operations of the emergency assistance program which aims to help people meet immediate needs to decrease the risk of hunger and homelessness. This includes the following operations: food pantry, Wrapped with Love program, and distribution of financial assistance and essential items including, but not limited to: clothing, diapers, gift cards, hygiene and cleaning supplies.

In addition, the position will provide information about and/or make referrals to community service providers and collaborate with community groups and parishes to address client and community needs.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Administrative Support Responsibilities:

- Manage walk-in hours
- Conduct and supervise client intake and distribution of emergency assistance
- Process financial pledges according to agency procedures
- Ensure that emergency assistance forms are available and updated as needed
- Maintain a record of current budget status to track spending for review by regional director
- Maintain client records, agency and program data collection and reports as required by supervisor
- Maintain appointment book

Duties and Responsibilities *continued from page 1*

Volunteer Support Responsibilities:

- Assist with initial and on-going training of emergency assistance volunteers
- Provide encouragement, support, and constructive feedback on volunteers' performance
- Assist volunteers with answering questions, problem solving, and authorizing pledges

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Wrapped with Love Program Responsibilities:

- Edit application forms as needed
- Perform intakes and supervise interns and volunteers performing intakes to determine eligibility
- Track all volunteer hours for Wrapped with Love program
- Coordinate with churches for gifting masses, pickups, marketing, etc.

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Other Duties:

- Foster partnerships and collaborate with outside agencies and other community resources
- Provide information about and make referrals to other community agencies
- Produce grant reports as required

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- Attend agency, staff and community meetings as determined by supervisor
- Speak at churches and community meetings as requested
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

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Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: _____ Degree Type: _____
Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Human Services/Customer Service Years of experience: _____

Qualifications

Skills:

- Excellent interpersonal skills
- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Fluent in Spanish & English (oral and written communications) mandatory
- Ability to maintain confidential information and records according to agency standards
- Proven computer skills including Word, Excel and other appropriate applications

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid N.C. Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input checked="" type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.