

Staff Job Description

Job Title: Emergency Assistance Case Worker
Reports To: Supervisor, Emergency Assistance
FLSA Status: Non-Exempt
Effective Date: May 2019

Summary Statement: Respond to individuals who are seeking assistance. Provide appropriate resources and referrals to callers. Complete applications and submit disbursement requests. Developing working relationships with community agencies and other service providers is an essential component to appropriately serve clients.

Essential Duties and Responsibilities:

- Welcome visitors, answer and direct phone calls.
- Follow established in-take protocol and verifications in order to process assistance requests.
- Accurately document applications and disbursement requests.
- Maintain client files and required statistical reports.
- Collaborate and communicate with Program Supervisor to ensure efficient delivery of services to clients.
- Develop working relationships with other Catholic Charities programs and other service providers.
- Help organize community events, e.g., Christmas programs, Holiday programs.
- Perform other duties as required or directed.

Supervision For: None.

Specifications:

High school diploma or GED; one to three months related experience; knowledgeable in Microsoft Office.

Ability to read and interpret documents such as procedure manuals and forms, and compose routine reports and correspondence.

Ability to effectively present information and respond to questions from supervisor, clients, customers and the public.

Ability to define problems, collect data, establish facts and draw valid conclusions.

Ability to work well in individual and team environments.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The physical demands of this position are typical of an office setting. There are no unusual physical requirements.

Directive:

Understand and adhere to the ethical and moral norms of the Catholic Church and its principles of charity and justice.

To apply, submit your cover letter, resume and references to:

Amber Emmert, Emergency Assistance Supervisor, by email at aemmert@rockforddiocese.org or postal mail at Catholic Charities, Attn: Amber Emmert, 5141 W. Bull Valley Rd., McHenry, IL 60050.