

Position Description

Job Title: Emergency Assistance Specialist
Reports To: Supervisor, Emergency Assistance
Job Type: Full time or possible part-time
Job Location: Catholic Charities Office, McHenry, IL

Summary Statement: Specialist will respond to individuals who are seeking assistance, complete applications and submit disbursement requests. The specialist will also provide appropriate resources and referrals to callers. Developing working relationships with agencies and other service providers is an essential component to appropriately serve clients.

Essential Functions and Responsibilities:

- Welcome visitors, answer and direct phone calls.
- Provide accurate documentation of applications and disbursement requests.
- Follow established intake protocol and verifications in order to process assistance requests.
- Maintain client files and required statistical reports.
- Collaborate and communicate with Program Supervisor to ensure efficient delivery of services to clients.
- Develop working relationship 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.

Skills and Specifications:

- Strong assessment skills
- Ability to problem solve
- Effective communication and interpersonal skills
- Detail oriented
- Excellent organizational skills
- Ability to work well in individual and team environments
- Collaborate and communicate with Program Supervisor
- Knowledgeable in Microsoft Office
- High school diploma or equivalent

Desired Qualifications: Bilingual in English and Spanish preferred, not required.

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.