

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: **Market to HOPE (M2H) Program Coordinator**

Salary Range: E-2

Job Classification: Salary – Exempt/Full-Time

General Description: Responsible for coordinating and providing comprehensive case management services to clients.

Organizational Relationships:

Reports to: M2H Program Director.

Works in collaboration with other program and agency staff, community leaders, and other social service agencies.

Essential Duties and Responsibilities:

- Conduct multi-dimensional assessment of client needs. Assess clients' self-sufficiency status to determine appropriate interventions and referrals. Produce written action plans that support the course of action that promotes the clients' best interests or the clients' choice of action. Motivate the client to implement their action plan. Reassess clients' self-sufficiency at appropriate intervals as established in the M2H program evaluation measures.
- Perform elements of on-going casework as needed to provide service and problem-solving assistance for client inquiries.
- Maintain appropriate electronic and paper documentation.
- Utilizes Client Track and Link2Feed in accordance with program guidelines.
- Attends mandatory Staff Meetings and Staff Trainings.
- Provides support for special events: (e.g. Fundraisers, Staff and Board Retreats, and Advent/Christmas Party).
- Performs other duties as required by Supervisor, Vice President of Programs, and/or President/CEO, such as preparing for, attending and/or supporting special events and projects. (Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable).

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Program Director or President/CEO.

Supervisory Responsibilities:

This job has no direct supervisory responsibilities of staff. Functional supervision of volunteers and/or interns is required.

Minimum Education:

Bachelor's Degree in Social Work, Psychology, Counseling, or related field.

General Qualifications:

- Computer literate. Well-versed with Windows, word processing (MS Word), spreadsheets (MS Excel), desktop publishing, and database management.

- Bilingual English / Spanish is required.
- Ability to perform operations using units of U.S. currency, weight measurements, volume and distance.
- Ability to relate well to the public, in person and on the telephone.
- Diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly, and professional.
- Able to work effectively with multiple staff, balance and prioritize multiple requests.
- Strong written, verbal, and presentation communication skills.
- Accurate record keeping.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Must provide a copy of their valid Driver's license and proof of personal automobile insurance to Administration annually.

Equipment Used:

Multi-line telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and personal contact with clients, prospective clients, other service providers, volunteers, and government agencies.

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 the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.

- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the agency.