



**Catholic Charities: Family Success Center
Emergency Services Coordinator**
Full-Time position (40 hrs/week); Non-Exempt
Reports to: Director, Family Success Center

POSITION SUMMARY:

The Family Success Center Emergency Services Coordinator will administer the programs emergency funds and provide financial education to its clients. This person will work closely with the program director to determine eligibility of prospective clients into the program and assess how best to put the funds to use. This position requires the ability to work as a team, and integrate the client into every aspect of the program, ensuring a holistic approach to the client's needs.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Respond to program inquiries, conduct intakes and assess eligibility for program services.
- Coordinate emergency assistance for eligible clients by communicating with clients and vendors, collecting and completing necessary paperwork and vouchers, and submitting requests to CC accounting department. Follow-up with clients as necessary.
- Facilitate the running of weekday financial wellness classes using video-based program.
- Provide information and referrals as appropriate.
- Provide administrative support for the Family Success Center.
- Produce reports for internal and external stakeholders.
- Create and maintain program forms in compliance with agency standards.
- Participate in trainings and coordination meetings as requested by Program Manager.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties as assigned by Catholic Charities supervisor.

QUALIFICATIONS:

- Bachelor's degree or equivalent work experience preferred.
- 2-3 years of experience providing emergency assistance services or the equivalent in resource referral to low income and / or high need client populations.
- Strong proficiency in all programs of Microsoft Office.
- Spanish speaking ability strongly preferred.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Commitment to Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast paced work environment.
- Ability to work a flexible schedule, which could include some evenings and weekends.
- Ability to support organizational and program specific mission and goals.

- Must demonstrate some degree of cultural competency (possess a working understanding of diverse cultures).
- Ability to lift 40 pounds.
- Travel between sites in Portland required. Must have driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required

COMPENSATION: Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 12 paid holidays, retirement plan, free parking and more.

TO APPLY: Please submit your resume and cover letter at:

<https://catholiccharitiesoregon.applicantpro.com/jobs/>

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