



Hastings Family Service

Job Description

Job Title: <u>Emergency Services Coord</u> Reports to: <u>Director of Programs/Operations</u> <u> </u> Exempt <u> X </u> Non-exempt Revision date: <u>08/01/22</u>

Position Summary

The Emergency Services Coordinator is an enthusiastic and engaging team member who enjoys working directly with people to help them back to self-sufficiency. Coordinator works with neighbors to assess needs and connect them to services and resources. As part of the Programs team, this position coordinates financial assistance and the Just Friends transportation program, and supports the HFS team in other program areas.

Key Result Areas:

The primary accountabilities for the position include:

1. Coordinates Emergency Services

- Serve as the initial point of contact working directly with neighbors at HFS and over the phone to help neighbors address emergency needs utilizing HFS programs and services as well as other county and community programs.
- Meets directly with neighbors to listen, learn, explore possible solutions and provide assistance and/or referral to additional resources.
- Processes, distributes, tracks and reports financial assistance provided through multiple funding sources including Emergency Cash Assistance (ECA) through the County, maintaining accurate records and all necessary documentation for timely reporting and agency statistics.
- Provides support to volunteers and neighbors accessing services.
- Diligently researches and pursues additional referrals and resources that can be shared with the neighbors we serve
- Advocate for neighbors and develop collaborations and connections that provide greater access to resources

2. Coordinate the Just Friends transportation program

- Coordinate transportation needs of neighbors utilizing volunteer drivers
- Oversees the intake process, volunteer training and county reporting
- Maintains awareness of area transportation issues and works with other transportation services providers

3. Works collaboratively as part of the Programs team to help improve, evaluate, and deliver HFS programs and services.

- Participate with the Programs team in the development of new programs, and the enhancement and improvement of existing programs.
- Helps with surveys and information gathering to inform program needs.
- Cross train and back up the responsibilities of Program team members.
- Champion equity, implementing programmatic solutions to ensure equal access to programs and resources.

Education and Experience:

- 4-year degree required in social work or relevant field plus 3-5 years of experience, or a combination of education and experience.
- Must hold a valid driver's license, provide proof of auto insurance, and complete a criminal background check.

- Demonstrated experience working directly with people within diverse communities, including people of various ages, gender, sexual orientations, national origins, income levels, ability levels, religious affiliations, races, and languages.
- Strong, person-centered communication skills and experience working with the public in a professional business environment.
- High degree of confidentiality and the ability to use good judgment and discretion in handling confidential and/or sensitive information and materials.
- Excellent written, verbal and listening communication skills with the ability to effectively represent the agency and interface with staff, board, volunteers, community agencies, county personnel, and other internal and external audiences.
- Demonstrated experience with Windows products, including Outlook, Word and Excel, and the ability to learn and master new technologies.
- Demonstrated skills in crisis intervention, conflict resolution, de-escalation and negotiation.
- Experience as a volunteer and/or working with volunteers to achieve necessary outcomes.

Preferred Experience:

- Familiarity with public assistance programs and community resources within Dakota County
- Knowledge of trends, best practices, and resources in the social service industry.
- Experience assisting diverse neighbors who may have chemical use issues, criminal histories, trauma, grief, and/or mental health issues.
- Knowledge of the Hastings area.

Attributes:

- A strategic and creative thinker who enjoys working with people of all ages and backgrounds to achieve positive results and solve problems.
- An energetic team player who likes to have fun at work and looks for a "yes" in tough situations.
- Ability to keep accurate and complete records.
- Strong commitment to HFS Values, Code of Conduct and diversity/equity/inclusion.
- High level of personal and professional integrity, ethics, and customer service.
- Strong time management skills: ability to prioritize and manage multiple tasks, providing timely follow-up and adjusting to changing priorities and workflow accordingly.
- Works with a spirit of optimism and fun.
- Initiative and a commitment to ongoing improvement.
- Work effectively both independently and as part of a dynamic team.

I will have performed my job well when I:

Provide timely, high quality work

- Build and maintain strong relationships with staff, volunteers, community partners, and neighbors.
- Ensure timely, accurate recordkeeping.
- Provide excellent customer service to our neighbors with an emphasis on courtesy, respect and maintaining confidentiality.
- Assist all neighbors in a friendly manner and take action to resolve problems quickly.
- Commit to ongoing quality improvement to meet the changing needs of our neighbors.

Contribute to the team

- Assist other employees and volunteers generously, always asking "How can I help?"
- As a member of the Programs Team, acquire and share knowledge and skills that contribute to the organization's effectiveness, engagement, and community impact.
- Ensure a warm and welcoming environment to volunteers and other visitors.

- Provide occasional coverage on weekends or evenings, assist with opening and closing, and to work at Agency events or fundraisers.
- Occasionally drive an agency vehicle for program events, delivery, or pick-ups.

Contribute to the mission The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

Complete work according to the values of *Hastings Family Service*

- We see the person before the situation.
- We partner with those we serve and help them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

Physical Demands

- The physical demands are that of a typical office environment. Ability to do continual computer work and sit for long periods of time.
- Occasionally required to walk, stoop, bend, reach overhead.
- Must be able to lift 30 lbs. on an occasional basis.

Acknowledgement

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____