

Catholic Charities Diocese of Monterey

Position:	Intake and Referral Specialist	FLSA:	Non-Exempt
Program/Department:	Disaster Case Management Program (DCMP)	FTE:	40 hrs./week
Supervisor:	Disaster Case Management Coordinator Program Case Manager	Term:	8 month contract
Location:	Santa Cruz	Salary:	\$22 - \$ 24

ABOUT CATHOLIC CHARITIES:

Catholic Charities of the Diocese of Monterey is one of 12 Catholic Charities agencies in the state of California and covers the Diocesan Counties of Santa Cruz, Monterey, San Benito and San Luis Obispo.

Programs:

The five major programs are the following: Family Support Services Program (Rental Assistance, Cal-Fresh, Med-CAL, and other services), Immigration and Citizenship Program, Disaster Case Management Program, Tattoo Removal Program, and Development and Communications.

Mission:

Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:

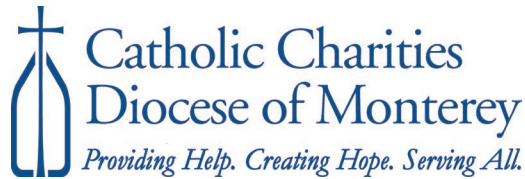
This position will provide Intake services to clients seeking Disaster Case Management Services. The Disaster Case Management Program provides long-term case management services to people adversely affected by the 2020 Santa Cruz and Monterey County wildfires.

FUNDAMENTAL RESPONSIBILITIES:

Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Conduct initial screening and assessment to determine eligibility and priority
2. Contact with survivors seeking disaster related services through phone, email, video, conferencing, etc.
3. Coordinate outreach in conjunction with local public and private community agencies to raise public awareness of the Disaster Case Management Program (DCMP) and connect with local agencies to identify all resources available for the program
4. Maintain client intake documentation and forms
5. Establish and maintain positive relationships with individuals and families seeking services
6. Create and maintain the DCMP waitlist of survivors seeking services; ensuring that families with high levels of unmet needs and vulnerable populations receive priority for service
7. Provide support to DCMP staff to ensure families/individuals successfully transition from waitlist to caseload
8. Ensure all client data is current in web-based disaster case management database
9. Maintain appropriate confidentiality on all clients/survivors information related to DCMP



10. Complete and update database of all community agencies and local resources available for disaster survivors to assist clients in their road back to pre-disaster self-sufficiency
11. Complete reporting as required to ensure compliance with DCMP monitoring and compliance requirements as well as monitoring efficacy of referrals
12. Other duties as assigned by the Coordinator and Program Manager

QUALIFICATIONS:

Education and/or experience required:

1. A.A. college degree required with a minimum of two years of successful experience working with individuals and/or families experiencing homelessness or equivalent, related work experience is preferred (e.g., social work, community outreach and advocacy, In-depth customer service)
2. Previous experience in nonprofit social services and/or disaster relief extremely helpful

Skills, licenses, and/or competencies required:

1. Excellent written, verbal, and interpersonal communication skills
2. Ability to work as a positive, enthusiastic member of a team
3. Excellent organizational skills, ability to reliably meet deadlines, and transparent with management about all ongoing cases and issues
4. Ability to use de-escalation techniques and trauma informed care to work with individuals and families that may be experiencing a crisis
5. Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies
6. Previous experience assessing and referring individuals to various community resources, a plus.
7. Familiarity of state, county, and local community-based agencies servicing disaster survivors highly preferred
8. Proficient with Microsoft Office Suite

This job description intends to outline the general nature and level of work being performed by the person assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and our agency's operations, responsibilities may be modified at any time.

LICENSE, CERTIFICATIONS, REGISTRATIONS:

Must provide a Valid California Driver's License, and current auto insurance

OTHER REQUIREMENTS:

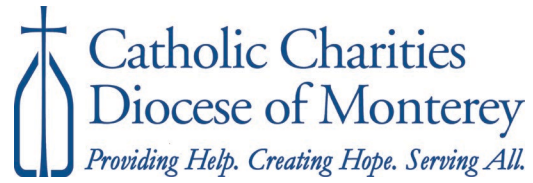
1. Clearance of fingerprint background check is required
2. Ability to stand and be active for 2-3 hours at a time
3. Occasionally lift or move up to 25+ lbs

WORKING CONDITIONS:

1. Office environment
2. Some travel to other locations for meetings, trainings, etc.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40 hours/week position. Occasional weekends will be required. Salary is \$22-\$24/hour. Catholic Charities offers a full-range of employee benefits.



APPLICATION PROCESS:

Please send your cover letter and resume to hr@catholiccharitiesdom.com by 12/20/21.