



POSITION ANNOUNCEMENT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient

www.caoginc.org

POSITION: Emergency Service Assistant
LOCATION: Community Action-Batavia
5073 Clinton St. Rd., Batavia, NY
PAY/HOURS: 40 hours/week, 52 weeks/year*
8:00 AM-4:30 PM, Mon - Fri
\$15.00-\$18.53

QUESTIONS OR RESUME TO:

Lisa Elschker, HR Generalist
409 East State Street
Albion, NY 14411
hr@caoginc.org 585-589-5605 Ext. 104

RESPOND BY: July 26, 2024
(If not filled, posting to remain open.)

Note: Internal Candidates may respond with a letter of interest and resume.

MAJOR RESPONSIBILITIES

Administrative

- Serves as Emergency Services Assistant to work with customers to identify needs, set goals, implement solutions, and monitor and report outcomes. Refers to appropriate services to achieve whole person care.
- Maintain applicable Agency paper work, monthly reports, customer files and case notes.
- Performs timely and accurate data entry.
- May assist in preparations of reports and tracking tools.
- Will be responsible to answer incoming telephone calls and route these calls based on the need of the caller if they cannot be resolved by the Emergency Services Assistant. This would include but is not limited to referring caller to other agencies based on the needs of the caller.
- Assist in keeping the work space neat, clean, professional and free from hazards
- Maintain all office supplies and coordinate with Case Manager for supply orders.
- Must possess a fair level of knowledge in computer operating systems and application software used in the performance of the duties related to this position (Microsoft Word, EXCEL, Outlook, Teams, etc.)

Direct Service

- Maintain integrity of customer data by entering information into the Agency's data management system (imPowr)
- Assists in the entry of Case Manager data and notes when needed.
- Will interview and assist customers through direct agency services and advocate for their needs; emergency services, referrals and /or resolution of housing issues.
- Assist in creating brochures that highlight program services, public education and promotion of the Agency in collaboration with the Case Managers and Director of Community Services and Reporting.
- Promote and strengthen relationships with other Human Services Agencies.
- Maintain confidentiality regarding Agency customers, employees and all Agency business information.
- Must be able flexible to work outside normal hours of the position (ex. nights and/or weekends) in order to meet the needs of our customers, case managers and the Agency.
- Actively participate (along with Case Manager Team and Director of Community Services and Reporting when applicable) in all Agency events (Food Pop Up Distributions, public education events, etc.)
- Responsible for maintaining the food pantry to ensure that it meets all required regulations.
 - Ability to float between all agency locations to cover as needed.

Professional Development

- Will complete all internal and external trainings as assigned by Case Manager, Director or CEO.
- Will attend conferences, trainings and meetings as needed to support to the Agency and to increase personal knowledge of Community Action, services and programs as directed by Case Manager, Director and/or CEO.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- High School Diploma or GED required and least one year of experience. Ability to lift up to 30 lbs.