Position Title: Assessment Coordinator

Immediate Supervisor: Direct Services Coordinator

Salary Range: $29,200-$43,600

Full-time, non-exempt position, eligible for benefits immediately.

Position Summary:

This position will function as a first point of assessment to interview individuals and families for homeless prevention and diversion services; screening, assessing, prioritizing and coordinating linkages to appropriate services for immediate intervention and housing stability.

Primary Duties and Responsibilities:

1. Triage individuals and gather information, determining needs and critical intervention services.
2. Support and review in the completion of the Agency’s Assistance Questionnaire.
3. Obtain client homeless history and assess housing barriers.
4. Link individuals and families in need of assistance including the development of housing stability plan options.
5. Prevent, divert and refer for admittance according to needs and program capacities.
6. Complete a standardized assessment tool which will get channeled to Intake to complete applications.
7. Utilize a client-centered and self-directed approach to assist households in becoming empowered in choosing paths that are available to assist them in resolving their housing crisis.
8. Real time knowledge of program guidelines, inventory and capacity.
9. Determine basic client eligibility for service including residency, income eligibility, and homeless documentation.
10. Complete HMIS privacy notice and client rights and all authorization release forms.
11. Develop and utilize a broad network of Agency and Community resources to identify and channel consumers to the best possible path and programming.
12. Navigate client through COC services and other needed systems to establish appropriate linkages and referrals.
13. Identify and document creative ways to overcome systemic barriers.
14. Provide “light touch” services to clients that do not meet the eligibility guidelines however require brief intervention services, including connections to community resources to avoid literal homelessness.
15. Develop, update and maintain working relationships with a network of landlords and social services providers.
16. Complete information for reports relative to programs.
17. Participate in staff meetings.
18. Back-up other staff as needed.
19. Other duties as required.

Position Objectives:
1. Provide comprehensive assessment of housing and service needs of individuals and families within the COC’s geographic area. (Delaware County)
2. Provide excellent supportive services to clients through immediate prevention and diversion strategies and linkages.
3. Develop and utilize a broad network of resources to best service clients.
4. Conduct yourself in a professional manner at all times.

Qualifications:

This position requires a Bachelor Degree in Human Services, psychology or other related field or requires a minimum of two years experience in the human services field or an acceptable combination of education and experience that fulfills the knowledge and experience base required for this position.

The person in this position must demonstrate outstanding organizational skills, and the ability to manage multiple priorities and concerns. This position requires an individual with knowledge of the Delaware County Social Service infrastructure and the ability to maintain effective working relationships with those service providers. Individual must be computer literate including familiarity with Word and Excel and the ability to use a calculator or adding machine to make appropriate calculations. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

Physical Demands:

The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties described herein, the employee is regularly required to talk, hear, stand, walk, maneuver stairs, sit, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision capabilities required by this position include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Location/Environment:

Most of the work for this position takes place at:
1414 Meetinghouse Rd.
Boothwyn, PA  19061

This position involves frequent travel to other worksites and client residence, all within Delaware County.

While performing the duties of this position, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is generally moderate.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.
I certify that I have read this position description and understand my duties and responsibilities as stated herein. I further understand that this job description does not in any way constitute a contract for continued employment. Community Action Agency of Delaware County, Inc. maintains an at-will policy of employment, which means that employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either the employer or the employee.

Employee Signature

Date

Supervisor Signature

Date

To apply for this position, send a resume with cover letter to:
Human Resources
Community Action Agency of Delaware County, Inc.
2nd & Orange Streets
Media, PA  19063

Fax #: 610-565-9332

E-mail: mitchellr@co.delaware.pa.us

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