

Emergency Services Case Manager and Community Support Coordinator

Full-time, non-exempt

JOB OVERVIEW

Laurel Advocacy and Referral Services, Inc. (LARS) is seeking an enthusiastic, mission-oriented individual to fill the entry level position of Emergency Services Case Manager and Community Support Coordinator. This person will provide vital case management services to low income and homeless individuals and families in the Laurel, MD community. He/She will also serve as the coordinator of LARS' volunteer program and oversee the operations of the onsite food pantry.

The ideal candidate is fluent in Spanish, resourceful, organized, culturally competent, and a team-player who is committed to building a positive rapport with clients. This person will also be detail-oriented and adaptable to change. If you are someone who has exceptional interpersonal and communication skills along with a genuine interest in helping people overcome barriers to maintaining financial stability, then you may be the right person for this career opportunity!

ABOUT US

For over 32 years, LARS has been a source of hope and relief for members of the Laurel community who are homeless or at risk of becoming homeless, and for individuals and families who struggle to meet their basic needs. LARS' mission is to enable homeless and low-income people in Laurel who are in crisis to achieve stability and long-term self-sufficiency. Through a variety of supportive services including financial help with rent and utilities, food assistance, and subsidized housing, LARS provides individuals and families with the stability they need to build better futures for themselves and for their families. In addition, case managers teach skills that foster growth in the areas of personal finances, education, employment, and mental and physical well-being. Our goal is not only to alleviate the immediate crisis, but also to teach skills and habits that empower people to maintain financial stability and prevent future crises. LARS' service area covers high needs areas in Prince George's (zip codes 20707 and 20708), Howard (20723), and Anne Arundel (20724) Counties.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Case Management (60%)

- Meet with and assess needs of individual clients and families (with a focus on providing assistance to Hispanic clients who do not speak English), and through consultation with LARS personnel and area agencies, develop a case plan to meet clients' identified needs;
- Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources;
- Document client services in Homeless Management Information Systems (HMIS) and LARS' electronic database (Apricot) within 24 hours of interaction;
- Maintain organized records for grants used to assist crisis center clients, and prepare reports for grant agencies, as assigned;
- Translate agency documents from English to Spanish on an as needed basis;

- Prepare bags of food for clients and help maintain LARS food pantry operations; and
- Provide outreach on Monday nights to homeless clients residing at the Laurel Winter Shelter (program runs November - March).

Volunteer Management (20%)

- Manage LARS volunteer program including but not limited to recruitment, screening, placement, recognition, retention, and evaluation of volunteers;
- Coordinate large scale volunteer groups for volunteer projects and agency events;
- Maintain existing volunteer database and records;

Food Pantry (20%)

- Oversee the operations of the LARS food pantry;
- Supervise and coordinate food pantry volunteers;
- Maintain food pantry inventory by purchasing and restocking items;
- Coordinate food drives and deliveries
- Ensure pantry organization and cleanliness;
- Complete monthly reports as required;
- Other pantry-related tasks as needed.

Additional Responsibilities:

- Attend meetings as approved or designated by supervisor;
- Work every Monday evening until 7:30PM (Wednesday evening when a Holiday falls on a Monday);
- Assist with assessment of service needs of Spanish-speaking clients;
- Develop and maintain working relationships with local businesses, congregations, schools, etc. to build network of stakeholders;
- Other related tasks as assigned by supervisor.

EDUCATION REQUIREMENTS:

- Bachelor's Degree in any Human Service Field, preferably social work.

EXPERIENCE NECESSARY/DESIRED:

- Understanding of crisis intervention;
- Excellent interpersonal, communication, and writing skills, ability to work with diverse populations, including women, minorities, and the elderly;
- Capability to work with mentally ill/substance abusing populations in respectful and compassionate non-judgmental manner;
- Familiarity with resources for clients in the Greater Laurel area (preferred).
- Able to work independently and collaboratively;
- Able to work under stress of meeting deadlines and changing priorities;
- Skilled in internet research and navigation and Microsoft Office Suite;
- Pass criminal background checks;
- Fluent in Spanish required.

WORK ENVIRONMENT:

Listed below are key points regarding environmental demands and work environment of the

job. *Reasonable accommodations may be made* to enable individuals with disabilities to perform the essential functions of the job.

- Required to use motor coordination with finger dexterity (such as keyboarding, machine operation, etc.);
- Required to use normal business machines and technology. For example, able to operate computer and computer systems, office copiers, fax, phones.
- Required to exert physical effort in handling objects and carrying the weight for short distances that include steps (i.e. food pantry items) up to 50 pounds;
- Required to be exposed to physical occupational risks (such as cuts, falls, bruising, exposure to toxic chemicals, etc.) rarely;
- Required to be exposed to physical environment which involves dirt, odors, noise, weather extremes or similar elements rarely;
- Normal setting for this job may include one or more of the following: office setting, apartment rentals, and church shelters.

COMPENSATION AND BENEFITS:

- Salary range \$35,000 - \$38,000 based on experience and qualifications;
- 160 hours of Paid Time Off (initially) and 10 paid holidays per calendar year;
- Medical insurance, (LARS pays up to 80% for employees, 50% for dependents), short/long term disability, and life insurances, and Employee Assistance Program (EAP);
- 401(k) plan with employer match up to 5%;
- Mileage and travel reimbursement, additional time off between Christmas and New Year's, and paid, professional development opportunities offered.

OUR HIRING PROCESS & TIMELINE:

- Submit your cover letter and resume to the Emergency Services Manager at amilner@laureladvocacy.org;
- We will review applications on a rolling basis until the position is filled;
- We will begin scheduling phone interviews in early June;
- We will conduct short phone interviews mid-June;
- Finalists will be invited to a second-round one-hour interview, and we will make an offer shortly thereafter;
- We would like to have the selected candidate start by the end of June.

LARS is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.