

East Missouri Action Agency, Inc.
403 Parkway Drive, Post Office Box 308
Park Hills, Missouri 63601
A Community Action Agency.

REQUEST FOR / NOTICE OF JOB ANNOUNCEMENT

DATE OF REQUEST: 11/23/2021 **DEPARTMENT:** Community Services
POSITION TITLE: Uplift CSR Evenings/Overnights **PROGRAM:** Community Services

POSITION SUMMARY: This position is responsible for evening, overnight, and some weekend activities associated with the operation of the Uplift Community Services Office in St. Francois County as well as providing additional support to the day to day Uplift Center operations. These activities include, but are not limited to, cleaning the facility, providing supplies, meals and meal prep, the timely processing of client intake, associated referrals, applications, special projects and reporting thereof. This position will also serve as the primary agency contact for the shift (evening, overnight, and weekend operation) of the Uplift Overnight Shelter.

ADVERTISE TO: Public Agency X Both **STATUS:** Exempt X Non-Exempt
Banked X

LOCATION: St. Francois County

GRADE LEVEL / STEP: Grade VII **AMOUNT:** \$14.50 to \$15.50

CLASSIFICATION: X Full-time Part-Time Temporary Emergency

DAYS AND HOURS: Evening, Overnight and Weekend Hours- Shift varies based on need.

QUALIFICATIONS: High School Diploma or GED, and four years experience in working with low-income programs, case management, or related fields, or 2 year college degree and 2 years of related experience. Valid MO Driver's License and Insurance. Good communication skills, excellent computer skills, self-motivated, work well under pressure, and able to handle multiple tasks simultaneously.

TARGET DATE FOR EMPLOYMENT: 12/15/2021

APPLICATION PERIOD DEADLINE: Until Filled

BENEFITS:

SUPERVISOR'S NAME: Debby Dunn

PERSON MAKING REQUEST: Nicolle Hahn

Nicolle Hahn 11/23/21
Program Director's Signature Date

Keri McCreary 11/23/21
Executive Director's Signature Date

Approved

Disapproved

Approved

Disapproved

APPLY TO:

East Missouri Action Agency, Inc.
Human Resource Department
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
573-431-5191

Interviews will be held with leading candidates by appointment.

EAST MISSOURI ACTION AGENCY, INC.

"A Community Action Agency"
P.O. Box N, 107 Industrial Drive
Park Hills, MO 63601-0358
"An Equal Opportunity Employer"

POSITION DESCRIPTION

1. **JOB TITLE:** Community Services Representative-Uplift and Temporary Homeless Shelter
2. **GRADE LEVEL:** VII
3. **FLSA STATUS:** Non-exempt
4. **LAST REVISION:** January 2021
5. **SUPERVISOR'S POSITION:** Uplift Shelter Manager
6. **SUPERVISED POSITIONS:** Volunteers
7. **POSITION SUMMARY:**

This position is responsible for evening, overnight, and weekend activities associated with the operation of the Uplift Community Services Office in St. Francois County as well as providing additional support to the day to day Uplift Center operations. These activities include, but are not limited to, cleaning the facility, providing supplies, meals and meal prep, the timely processing of client intake, associated referrals, applications, special projects and reporting thereof. This position will also serve as the primary agency contact for the shift (evening, overnight, and weekend operation) of the Uplift Overnight Shelter.

8. **SPECIFIC RESPONSIBILITIES:**

- A. Client Intake: Locate, contact and/or meet with low-income clients and to build trusting relationships enabling them to talk comfortably about personal and family needs. Gather information necessary to determine basic program eligibility.
- B. Client Assessment: Assist low-income clients in identifying problems/basic needs and address potential solutions to those problems. Help the family set goals and provide motivational support/encouragement as they work toward solutions to family problems.
- C. Client Referral: Work with the Uplift CSR to identify resources within the

community capable of providing assistance to the client(s) in dealing with their individual problems. Assist the client(s) through the process of applying for and receiving various services.

- D. Agency/Community Contact: Establish and maintain effective working relationships with community resources, including programs of other departments, human service agencies, organizations and individuals (to maximize referral acceptance). Mobilize other potential resources to the advantage of the low-income participants.
- E. Direct Services: Provide various services to client(s) as developed by the Community Services Department; in the case of the Uplift Temporary Shelter this will include but isn't limited to; welcoming and orienting new client(s) to the shelter and completing intake paperwork, enforcing shelter policies and following all policies and procedures, monitoring all client(s) activity to ensure safety of all clients, volunteers, and staff, helping client(s) with issues when necessary, maintaining written and verbal communication, works closely with Community Services Director, Uplift CSR, and volunteers, reports any and all problems to the Community Services Director and/or Executive Director.
- F. Emergency Assistance: Provide crisis relief to eligible clients.
- G. Energy Assistance: Provides assistance to clients in completing energy applications, contacts vendors on behalf of clients, determines eligibility and provides advice to clients on bill payment methods.
- H. Follow-up: Determine whether or not service was provided to the referred families. Encourage the client in looking at long term solutions to their problems.
- I. Records/Reports: Prepare and maintain thorough documentation on participant clients, complete timely accurate programmatic and agency reports, travel records, personnel activity reports, etc. as required.
- J. Confidentiality: Maintain client information with the strictest confidence. Enter participant data into an automated records/reporting system.
- K. Implementation, Outcome and Results: Ensure that the implementation of strategies, annual outcomes and results are achieved for each Community Services program as outlined in the annual training.
- L. Recruitment: Recruit participants for all EMAA Programs by matching family needs with available resources.

- M. Attend meetings and training activities deemed necessary by the supervisor. Provide information to clients and general public concerning the goals and mission of East Missouri Action Agency.
- N. Serve as instructor or facilitator for the various strategies as outlined in the Community Action Plan.
- O. Work with Community Resource and Development Specialist in the planning & implementation of contracted projects, including initiating community involvement.
- P. Family Development: Provide on-going services to assist families toward the ultimate goal of self-sufficiency through the strengths model of case management.
- S. Help train and supervise volunteers assigned to the Uplift Center.
- T. Make home visits to homebound customers.
- U. Perform additional related duties as assigned by the Community Services Department Head. (e.g. Emergency Shelter, Food Pantry, etc.)

9. TRAINING, EXPERIENCE & SKILLS REQUIRED (QUALIFICATIONS)

- A. High School Diploma or GED and at least four years experience in working with low-income programs, case management or related fields. A two year degree or two years of college training may be substituted for two years of experience.
- B. Must begin Family Development Credentialing process within three years of employment.
- B. Knowledge of basic interviewing techniques.
- C. Possess good organizational skills.
- D. Must be able to work well under pressure.
- E. Must be self motivated, work with little or no supervision.
- F. Must be flexible and able to handle multiple tasks simultaneously.
- G. Knowledge of community/county geography, demography and resources.
- H. Familiarity with the causes and conditions of poverty in the community.

- I. Ability to communicate effectively both orally and in writing, follow instructions, and develop trusting relationships with participants and community organizations.
- J. Must be able to get along well with co-workers.
- K. Possession of a valid Missouri Driver's license, full time use of an automobile and adequate liability insurance.
- L. Ability to maintain confidentiality of participant information.
- M. Ability to effectively supervise and train aides and volunteers.
- N. Must have excellent computer skills with the ability to use customized computer software along with MS Word, Email and electronic file storage.
- O. Ability to lift over 50 pounds. (A/Cs, commodities, equipment, etc.)
- P. CPR/First Aid Certified or able to become certified, be certified in Blood Borne Pathogens, and have or obtain Hepatitis A & B vaccination, and pass a TB test.
- Q. Previous experience working with the homeless population is a plus.

Employee's Signature Date

Department Head's Signature Date

Executive Director's Signature Date