



POSITION ANNOUNCEMENT

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

www.caoginc.org

POSITION/TITLE: Emergency Services Assistant

POSITION LOCATION: Albion Administration Main Office and other agency locations as needed

PAY/HOURS: Full Time

QUESTIONS OR RESUME TO:

Susan Jessmer, HR & Payroll Administrator
409 East State Street
Albion, NY 14411
hr@caoginc.org 589-5605

RESPOND BY: Friday, February 3, 2023

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

MAJOR RESPONSIBILITIES

- 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. Will interview and assist customers through direct agency services and advocate for their needs; emergency services, referrals and /or resolution of housing issues.
- 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.
- Responsible for accurate and timely timecard entry and requests for paid time off via the Agency time reporting system.
- Assist in keeping the work space neat, clean, professional and free from hazards that could affect customers visiting the office.
- 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.)
- 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.

REQUIRED MINIMUM QUALIFICATIONS

- High School Diploma or GED required and least one year of experience.
- This position requires a valid driver's license, an acceptable driving record, and acceptable insurance coverage limits per agency policies. In lieu of a valid driver's license, reliable transportation coordinated and managed by the employee is required.