



Job Description

Job Title: Case Assistant
Location: New York, NY
FLSA Status: Full Time, Non-Exempt
Classification: Professional
Department: Community Outreach Services **Program/Contract:** Case Management
Reports to: Program Supervisor
Supervisory Responsibilities: Yes No

Summary: As one of the first staff to greet clients seeking services, the Case Assistant fulfills a vital role in how Catholic Charities' mission is represented to those in need. The primary function of this position is to provide timely and accurate information and referral to callers to the Catholic Charities Community Services (CCCS) Helpline, assist in developing and maintaining an updated and comprehensive list of resources, and fulfill administrative duties for the Case Management Department. The Case Assistant provides intake to walk-in clients and case assistance as directed by the supervisor.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- **Helpline:** The CCCS Helpline is one of its most critical resources for client referrals. Unlike a traditional call center, the Helpline extends well beyond the most basic call intake and functions as a delivery source of information and services to individuals who may be experiencing a crisis.
 - Answers incoming calls to the CCCS Helpline, determines presenting need and provides information, referral and/or triage as appropriate.
 - Explains the various Catholic Charities programs and provides access to services throughout the Archdiocese (NYC, the Bronx, Staten Island and the Hudson Valley) and other Catholic Charities.
 - Is familiar with the eligibility criteria of the various CCCS programs, liaises with key staff to maintain accurate information, and ensures proper triage.
 - Assists in maintaining a comprehensive list of Social Service referral sources.
 - Provides timely and accurate referrals to external providers as appropriate.
 - Coordinates services with various internal CCCS departments, including Preserving Housing; provides crisis intervention and access to services for clients facing eviction.
- **In-person/Direct Service**
 - Provides in-person intakes for walk-in clients and schedules appointments and offers case assistance for the CCCS Case Managers(s) and Case Management Department.
 - Provides support to visually impaired clients and other special needs clients with mobility assistance while in the waiting area.

- Administrative
 - Enters callers, walk-ins, and Case Management Department cases into data management systems.
 - Performs administrative responsibilities for the department.
 - Provides other non-client direction in the waiting area as necessary.
 - Maintains a neat and presentable reception area to ensure a positive experience for clients (refills brochure racks, water cooler cups, etc.)

Position Type and Expected Hours of Work:

This is a full-time position. Days and hours of work are generally 9:00 AM to 5:00 PM Monday - Friday. Additional hours may be required to meet program deadlines, or client needs.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Remain in a stationary position at a work station and use a computer approximately 90% of the time.
- Remain in a stationary position at a work station for the purpose of answering incoming calls in real time.
- Frequently sit for long periods.
- Pack and Carry food pantry bags.
- Travel for staff meetings 10% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
- Work with clients who require consistent and comprehensive support, some under potentially stressful conditions.
- May be deployed to other locations on an as needed basis.

Qualifications

Education and/or experience required:

- Associates Degree preferred with at least one year of experience in the social services field.
- Bilingual, Spanish-English required.

Skills, Licenses, and/or competencies *required*:

- Knowledge of call centers and /or phone-based service delivery, social service systems, and local resources.
- Customer service skills:
 - Enthusiasm in working with people and interpersonal skills
 - Awareness of challenges low income individuals face and ability to offer compassionate, patient and professional response.
- Ability to multi-task and complete assignments that often occur in a fast paced and stressful environment.

- Computer and technology proficient.
- Solid organizational, time-management and communication skills.