

Position Title: Crisis Intervention Community Resource Coordinator
Supervised By: Community Impact Director
FLSA Status: Exempt Salaried Position
Supervises: None
Last Updated: August 8, 2024

PRIMARY RESPONSIBILITY: The role of the Crisis Intervention Community Resource Coordinator (CI CRC) in the THRIVE program will be to assist low or no-income individuals and households that are most vulnerable including the homeless and those on the verge of homelessness. The CI CRC will be located in the City of Myrtle Beach to serve the area with the most need. The CI CRC will work to increase opportunities for low- or no-income families to obtain assistance in and support for (1) meeting critical needs; (2) overcoming crises; and (3) providing wrap-around case management. The CI CRC will be responsible for conducting care coordination, which includes assessing a client's level of vulnerability, providing wrap-around case management, and making referrals to appropriate community services. The CI CRC partners directly with local law enforcement and other service organizations.

MINIMUM REQUIREMENTS: Bachelor's Degree preferred or equivalent work experience in human services, administration, social work. At least two years of experience in program coordination is preferred. Necessary job skills and attributes include, excellent communication skills and time/project management. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL DUTIES and RESPONSIBILITIES

- Perform case management duties, including client intake interviews, referrals, and follow-ups using the Readiness Tool and other care coordination tools;
- Check the eligibility of clients for any social services benefits (SNAP, TANF, Medicaid, etc) and help enroll clients through SC Thrive application
- Utilize Unite Us, a closed-loop referral system, and maintain client case files, including outcomes, assistance, and referrals;
- Create a network of agencies to be able to send and receive closed-loop referrals for CRC clients utilizing Unite Us;
- Successfully track, manage, and report goal attainment;
- Initiate collaborative opportunities and facilitate meetings that grow partnerships related to basic needs and financial stability services;
- Develop and track case management plan in collaboration with local partners focusing on the needs for primary care, mental health, addiction, housing and income
- Assess and counsel clients through interview and provide resources/resolutions for those experiencing crisis situations with emotional, health, social, financial or other issues
- Attend personal development and leadership seminars as requested, as well as workshops, staff meetings, webinars, conferences, training refresher courses and meetings;
- Maintain integrity and keep all sensitive information confidential.
- Must be able to work a flexible schedule with the possibility of some early morning and evenings.
- Ability to work independently and successfully balance time with participants as well as time to perform duties and documentation requirements
- Other duties as assigned.

WORK CONDITIONS

- Frequent travel by foot, car or other means appropriate to meet with clients
- Being comfortable and adjusting to the environments when working with homeless individuals in encampments, shelters, etc.

KNOWLEDGE, SKILLS AND ABILITIES: To perform the job successfully, an individual must demonstrate the following competencies:

1. Advanced working knowledge of Microsoft Office Suite, Unite Us, SC Thrive Benefits Bank
2. Excellent verbal and written communications skills, advanced interpersonal/relational skills and presentation skills.
3. Experience in building, developing and retaining strong relationships with clients and community partners.
4. Demonstrable effective written and oral communication skills, ability to establish effective working relationships and treat corporate donors and staff with respect.
5. Ability to plan, prioritize and implement multiple assignments and projects simultaneously and maintain deadlines.
6. Possess orientation toward detail.
7. Superior problem-solving skills as evidenced by the ability to work independently with minimum direction.
8. Able to function in a stressful, fast-paced, multi-task environment.
9. Demonstrate ability to build relationships, negotiate, motivate and persuade others.
10. Ability to read and interpret documents such as federal and state laws, legal documents, safety rules, operating and procedure manuals

ADA PROFILE: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; repetitive finger and wrist movement; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate. Office environment may be hectic at times.

DISCLAIMER: *This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*

Any interested applicant please submit a resume and cover letter to apply@unitedwayhorry.org