

Maui Economic Opportunity, Inc.

Job Description



Job Title: Non-Recurring Short Term (NRST) Benefits Program Coordinator
Department: Community Services
Reports To: Community Services Director
FLSA Status: Nonexempt
Prepared Date: September 2023
Updated Date:
Pay Grade: S19

SUMMARY:

Coordinate, facilitate, lead and support the Non-Recurring Short Term (NRST) Benefits Program staff and activities. Assists with conducting outreach; identifying and enrolling eligible individuals and households impacted by the Maui Wildfires into the NRST Benefits Program. Provide oversight of case management to ensure individuals are receiving all of the benefits and services available, while ensuring there is no duplication of service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate and participate in outreach to identify and enroll eligible clients.
 - Provide oversight and hands-on assistance as needed with client interviews to determine eligibility and the nature/degree of potential challenges and strengths.
 - Ensure that the necessary information and documents are obtained..
- Review information collected and assist with referrals, services, and assistance as needed.
 - Monitor eligibility determination to ensure clients receive additional services and assistance.
- As needed, assist clients in accessing services by aiding in the completion of application forms and make client referrals to:
 - appropriate government or community resources and other organizations;
 - mental health and substance abuse treatment referrals as necessary.
- Input information in a database.
- Regularly review and compile records and prepare reports.
- Attend various meetings as needed.
- Maintain professional boundaries and confidentiality at all times.
- Actively promote a high level of safety, adhering to/supporting all safety policies and programs. Operate a company vehicle for company business.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Supervises 8 Program Specialists.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lead and motivate and hold others accountable.
- Ability to monitor workflow, hours and process timesheets for weekly payroll.

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- Ability to show care and compassion while applying a strict standard of regulations.
- Ability to interview and obtain needed information to assist with program enrollment and accessing other services.
- General understanding of available community resources.
- Ability to relate to and a desire to understand and help individuals with diverse cultural backgrounds and various social and economic levels and persons with disabilities.
- Excellent interpersonal skills, which includes, written, verbal and listening.
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage multiple clients at a given time, meet deadlines and prioritize workload.
- Competent typing skills and the ability to use standard office machines.
- Competent computer skills and the ability to input data and upload documents into a reporting database.
- May be required to possess a valid driver's license and clean traffic abstract.
- May be required to pass a Department of Transportation (DOT) physical and comply with the provisions of MEO's Substance Abuse Policy
- Ability to work varied shifts, which may include nights and weekends.

EDUCATION and/or EXPERIENCE:

- Experience in case management, customer relations or other related education and/or experience and previous supervisory experience preferred.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as eligibility requirements.
- Ability to write reports.
- Ability to speak effectively before groups of clients and co-workers.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables. .
- Ability to interpret a variety of written and verbal instructions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

PHYSICAL DEMANDS:

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 the essential functions of the job. While performing the duties of this job, the employee is:

- Frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to stand, walk, and reach with hands and arms.
- Regularly 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, and ability to adjust focus.

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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 the essential functions of the job. While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, outside weather conditions, and vibration.
- The noise level in the work environment is usually moderate.