

ROANOKE AREA MINISTRIES EMERGENCY FINANCIAL SCREENER **JOB DESCRIPTION**

BROAD FUNCTION

The Emergency Financial Screener is the person responsible for screening applicants for emergency financial assistance. He/She maintains a courteous and professional atmosphere for those who find themselves in a financial crisis.

PRINCIPAL RESPONSIBILITIES

- Screens clients who come to the RAM office for Emergency Financial Assistance.
- Takes referrals from other professionals throughout the Roanoke Valley.
- Make referrals to other professionals throughout the Valley.
- Works with the RAM Administrative volunteers to insure a coordinated effort.
- Maintains monthly statistical records of clients served and presents to Executive Director each month.
- Works the HMIS system.
- Makes sure all clients' records contain complete information.
- Secure stories for Good Neighbor Fund.
- Remain updated and have a working knowledge of resources in the Roanoke Valley.
- Maintains strict client confidentiality.
- Manage Emergency Financial Aid safety and safety protocols (fires drills, safety equipment checks, procedures for maintenance and cleanliness).
- Maintains manual for department procedures including MSDS.
- Expected to work on days of inclement weather if possible.
- Performs other duties as assigned by the Executive Director/Operations Director

PRINCIPAL ACCOUNTABILITIES

- Accountable to the Executive Director for the execution of all responsibilities outlined above.

RELATIONSHIPS

- Maintains an effective, courteous, working relationship with all Staff and other professionals throughout the valley.
- Attends Human Service Meetings and updates staff on information.
- Maintains a helpful and courteous relationship with all volunteers.

EMERGENCY FINANCIAL ASSISTANCE SCREENER MINIMUM QUALIFICATION AND REQUIREMENTS:

- Have a High School Diploma or GED.
- Prefer 2-3 years office management experience and/or customer service and human services support experience. Bookkeeping experience a plus. A history in social services preferred.
- Have excellent written, verbal and telephone communication skills.
- Have excellent customer service skills.
- Ability to work well and communicate with clients, guests, staff and volunteers.
- Assist in other area of service within RAM House (kitchen, day shelter, volunteer services etc.)
- Have command of English grammar and spelling required.
- Be proficient with internet, fax and copy machines etc.
- Working knowledge of Microsoft Excel, Word, and PowerPoint. MS Outlooks and Access. Knowledge. Must know how to email.

PRINCIPAL ACCOUNTABILITIES

- Pertaining to job tasks: Accountable to the Executive Director for Emergency Financial Aid responsibilities. Operations manager for operational needs.

PERSONNEL AND PROGRAM REVIEW

- Emergency Financial Assistance Screener will be reviewed on a yearly basis.
- Will give two-week notice to Executive Director before resigning.
- All leave must have prior approval from Executive Director/Operations Director a minimum of 2 weeks prior to requested date unless an emergency.

PHYSICAL REQUIREMENTS:

- Works in an office environment
- Must be able to navigate stairs
- Must be able to lift 25 lbs.
- May need to work outdoors
- May need to work in the Day Shelter Office area
- May need to work in the Kitchen and Dining Room area at times.
- Work special events as needed

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