



Cumberland Disaster Recovery Coalition Job Description

Job Title: Unmet Needs Coordinator
Supervisor (title): Executive Board
Department: Disaster Services
Annual Salary: *Based on experience*
Approved by: Executive Board **Date:** 05/03/2018

Position Purpose/Summary:

This position will oversee long term disaster case management services to program eligible survivors of natural disasters.

Essential Functions (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*)

1. The primary objective for Program Coordinator shall be to collaborate and communicate with partners such as: Volunteer Organizations Active in Disaster (VOAD), Long-Term Recovery Groups (LTRG), Disaster Case Managers, North Carolina Emergency Management (NCEM) and Federal Emergency Management Agency (FEMA) to address client unmet needs following a disaster.
2. Work closely with Long Term Recovery Groups (LTRG) partners to identify unmet needs of the effected population and connect them with the resources survivors need.
3. Coordinate, track, and report on services provided to survivors.
4. Assess the needs of the organization and seek resources in the community.
5. Oversee and provide comprehensive case management services and advocacy to clients to receive the following items as needed but not limited to: basic furniture and supplies, housing that leads to long-term sustainability, clothing and food, benefits restoration, job training assistance and assistance with physical and mental health resources.
6. Prioritize client needs and assist qualified applicants through the recovery process.
7. Connect clients to other community resources, VOAD as needed and available.
8. Enter data timely and accurately into web-based Coordinated Assistance Network (CAN)

application and other databases as required and develop an Individual or Housing Recovery Plan and a case close out at the appropriate time.

9. Participate in initial and on-going workshops, seminars, education programs and other activities that promote professional growth and development.
10. Represent the agency in the community, as needed.
11. Participate in researching new opportunities for grants, donors and partners.
12. Perform other duties as required.

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education: Bachelor's degree in social work or related field preferred.

Experience: One to three years of relevant experience in non-profit administration, case management; experience with disaster response case management preferred. Experience supervising volunteers, preferred.

Specific skills/abilities: Ability to communicate effectively both verbally and in writing. Ability to handle all information with the utmost confidentiality. Computer literate and knowledge of Microsoft Office products (Word, Excel, Power Point). Possess sensitivity to the service population's cultural and socio-economic characteristics. The ability to work effectively within a church related agency and specifically the Lutheran Church constituents.

Specialized knowledge, licenses, etc: Valid Driver's license and excellent driving record.

Working Conditions/Physical Requirements: *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Ambulatory throughout Cumberland County, NC.
2. Driving to various locations to oversee and provide case management services.
3. Ability to work independently and with little supervision.

This job description is not an employment contract.

CDRC reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.