



CATHOLIC DIOCESE OF RALEIGH  
POSITION DESCRIPTION FORM



Catholic Charities  
of the Diocese of Raleigh

**Position Information**

Position Title: **Part-Time Care Coordinator**

Department: **Oak City Cares**

Reports To (Title): **Director of Programs and Services**

Work Schedule:  M – F Hours: 8:30 am to 5:30 pm  Other: 25 hours/wk between 8:30 am-5:30 pm M-F

Type of Employee (Hours worked per week)  Regular Full Time ( $\geq 30$ )  Regular Part Time (20-29)  Part Time ( $\leq 20$ )  Temporary (varies)

Percentage of Travel Required  0%  10%  25%  50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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**Position Summary**

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Care Coordinator will provide standardized coordinated entry intake assessments for individuals and families at risk of, or currently experiencing, homelessness in Wake County. The Care Coordinator will connect individuals with available resources through on-site partners and other community agencies. They will be an expert diversion specialist providing problem-solving conversations to help clients draw on natural resources to resolve their housing crisis. In addition, the Care Coordinator will assess and provide ongoing support and case management.

**Duties and Responsibilities**

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Coordinated Entry and Assessment Duties:

- Receives referrals from on-site service providers, walk-ins and other collaborative partners
- Conducts standardized screening and triages families who are imminently at-risk or are homeless
- Develops and implements crisis housing plans which include consideration of alternatives to entering the crisis housing system. If the family does not have an appropriate option for alternative housing:
  - o Provide problem-solving conversations to help clients draw on natural resources to resolve their housing crisis
  - o Administer light touch assistance/referrals and well as follow-ups to ensure clients are successfully diverted from the homeless system
  - o Connect clients as necessary to emergency services such as emergency shelter and street outreach

45.00

***Duties and Responsibilities*** *continued from page 1*

<p>Case Management and Care Coordination Duties:</p> <ul style="list-style-type: none"><li>• Coordinate the client flow in the building, supporting multiple other service providers and volunteers</li><li>• Assess client needs and connect client with service and assistance options and provide a direct connection to service providers both on and off-site,</li><li>• Maintain a shared caseload of individuals and families with whom you will develop comprehensive service plans which should include clear action steps for each party to follow-up, in order to connect each individual/family with:<ul style="list-style-type: none"><li>o Service providers which will develop comprehensive housing plans</li><li>o Other needed services (i.e. health, behavioral health, employment, etc.) and make referrals and on-site connection to services as appropriate, arranging transportation as necessary</li></ul></li></ul>	45.00
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<p>Other Duties:</p> <ul style="list-style-type: none"><li>• Collaborate with on-site service providers on the care and follow-up of clients</li><li>• Enter client information and record of services into Homeless Management Information System (HMIS) in a timely manner</li><li>• Attend Oak City Cares staff meetings</li><li>• Participate in meetings with on-site partner agency staff</li><li>• Perform other tasks as assigned by the supervisor</li></ul>	5.00
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## Position Qualifications

### Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: \_\_\_\_\_ Degree Type: Social Work or other human services-related field  
Concentration: \_\_\_\_\_

### Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Case Management/Homeless Services Years of experience: 2

### Qualifications

- Extensive knowledge of housing and homelessness
- Ability to work with a wide variety of clientele, with a warm and welcoming attitude
- Ability to work be flexible and work collaboratively in a fast-paced, and rapidly changing work environment while maintaining a sense of calm for guests and partners
- Strong de-escalation and mediation skills
- Current knowledge of best practice models, including Housing First, Coordinated Entry and Assessment, Mental Health Recovery, Harm Reduction, and Critical Time Intervention
- Authorized to work in the U.S.
- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh and Oak City Cares

\*\*Must possess strong coordination and communication skills necessary to effectively share a caseload with another PT Care Coordinator, ensuring that all paperwork is kept up-to-date

## Position Characteristics

### Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Level of Supervision Received (check the option that best describes the position overall)

<b>Direct Supervision:</b> Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
<b>General Supervision:</b> Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
<b>Intermittent Supervision:</b> Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input checked="" type="radio"/>
<b>Administrative Supervision:</b> Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
<b>Long-Range Administrative Direction:</b> Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.*