

JOB DESCRIPTION

Position Title	Department	Reports to
Part-time Temporary Housing Helpline Assistant \$17/hourly (24-30 hours/week)	Special Programs	Director of Special Programs
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	March 2025

POSITION SUMMARY

Responsible for helping and linking individuals and families experiencing a housing crisis to community resources. Responsible for acting as the first point of contact for homeless and at-risk households through in-bound call line; conducting intake assessments; developing case plans; providing crisis intervention; and providing resource and referral services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Conduct intake interviews and assessments of homeless individuals and families over the phone for all new clients to connect them to the proper intervention and services.
- Engage in planning and provide appropriate referrals for at-risk households experiencing a housing crisis.
- Engage in regular communication with partner agencies offering one-time assistance with rent or deposit as part of CSEI's referral program for at-risk households.
- Complete training to utilize the data tracking system to enter new clients, maintain current client files, run reports, etc.
- Collaborate with local service providers to ensure a seamless transition between intake and linkage to longer term services for homeless individuals and families.
- Maintain a database to track intake activities, referrals, contacts, etc. for program activities.
- Opportunities to perform Street Outreach and accompany staff to on-site client visits to observe field work with clients as needed and if interested.
- Perform related work as required.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Possess valid driver's license to operate motor vehicle, a clean driving recorder and be insurable under ECIA's policies.
- Strong problem-solving skills, the ability to follow directions, and sharp attention to detail.
- Customer service experience is required.
- Ability to communicate effectively both orally and in writing.
- Ability to work independently and as part of a highly-collaborative team.
- Familiarity with Smart Phones, Google Docs, MS Office, Adobe Acrobat, and web-based data management systems.

- Graduation from high school with college coursework in social work, psychology or related field and related work is helpful.
- Graduate and upper-class college students with demonstrated interest in human services field preferred.
- Must pass a criminal background check.
- No weekend or evening hours. Great flexibility in scheduling but preference for set schedule of 3 eight-hour days or 4-5 six-hour days. This could be a summer job for a college student or an immediate start through August position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

The physical demands include sitting and standing. Position can be mentally challenging.

ECIA is proud to be an equal opportunity employer. Provide your cover letter and resume to Holly McPherson, Director of HR & Program Development at hmcpherson@ecia.org or send to ECIA, 7600 Commerce Park, Dubuque, IA 52002. This position will remain open until filled.

Visa sponsorship is not available for this position.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.