

**Catholic Charities of Chemung/Schuylers**  
**POSITION DESCRIPTION**

**POSITION TITLE:** Emergency Services Program Manager      **STATUS: Non-Exempt**  
**DEPARTMENT:** Emergency Services      **W/C#:** 9  
**EEO #:** 8857      **GRADE LEVEL:** 335

**PRIMARY FUNCTIONS:** The Emergency Support Services Program Manager (PM) performs the responsibilities, tasks and duties of the position under the direct supervision of the Emergency Services Director. The PM will provide families and individuals facing emergency situations with access to services or assist in identifying community services and facilitating referrals. The PM manages, coordinates and supervises the day-to-day operation of services, service delivery and activity at the Samaritan Center (i.e., emergency support services, housing solutions, volunteers, other community services) as well as building safety). The PM will professionally and courteously interact with clients, volunteers, vendors and administration. The PM is expected to participate in developing and presenting community opportunities to assist those in need and innovatively implement ways to deliver services and establish a positive accepting relationship with customers and community providers.

**SPECIFIC DUTIES:**

1. Work collaboratively with all staff to ensure efficient delivery of quality service and successful special events and other community relations event.
2. Acts as a resource/advocate to clients and staff ensuring that all clients are treated with dignity, have access to the services needed, and to ensure that client confidentiality and HIPPA compliance is maintained.
3. Provide case supervision, supervise eligibility determinations and resolve disputes.
4. Responsible for interviewing, scheduling, hiring, disciplinary action and supervision of staff including annual staff evaluations in accordance with agency guideline.
5. Supervision is not limited to Point of Entry Clerks, Housing Solutions Specialists, Health Navigators and volunteers.
6. Responsible for the coordination of volunteer/staff scheduling/activities and the cross training where appropriate.
7. Ensure that employees of other agencies co-located at the Center abide by the same rules of general conduct as employees.
8. Participate in the Point in Time survey and relevant FLPPS projects
9. Represent agency at assigned community meetings, e.g., FEMA Board, VOAD and others as directed.
10. Responsible for accurate record keeping of all restricted donated funds including but not limited to Rx vouchers, direct client services monies, FEMA, and Chemung County funds.
11. Support data collection and quality for all lines of service.
12. Responsible for the completion and timely submission of all internal and external reports.
13. Responsible for monitoring and maintaining ordering food product, storage, and inventory of all supplies.
14. Responsible for monitoring the facility for safety, cleanliness, cosmetic appearance and proper functioning, reporting any needs/concerns in writing to the property department.
15. Responsible for establishing/implementing and achieving annual program goals and objectives.
16. Participate in development and periodic review of program policies and procedures
17. Collaborate with Quality Management & Compliance Officer in the preparation for audits and in the creation/submission of plans of corrective actions.
18. Able to work a flexible work schedule.
19. Other duties as assigned.

**TITLE OF DIRECT SUPERVISOR:** Emergency Services Director

**QUALIFICATIONS:**

**Catholic Charities of Chemung/Schuylar**  
**POSITION DESCRIPTION**

**EDUCATION:** Associates degree in Human Services or related field

**EXPERIENCE:** 1-Year Experience in service delivery and 1-year experience in supervision.  
Highschool and three years' experience in field and 1-year experience in supervision

**SPECIAL REQUIREMENTS:**

1. Experience in collaboration with other county agencies to ensure homeless needs are met.
2. Experience in working with low-income and special needs populations.
3. Lived experienced preferred.

**ADDITIONAL REQUIREMENTS:**

- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regard to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Demonstrated knowledge of program compliance, regulations, and requirements of funding sources, HIPAA, and with the policies of Gateways Community Living Program including the Catholic Charities Confidentiality Statement.

**Ability to meet the following physical requirements with or without reasonable accommodation:**

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 20lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;