



## POSITION DESCRIPTION

Position Title:	<b>(Lifeline to Ignite Financial Transformation) LIFT Coordinator</b>
Candidate:	TBD
Department:	Client Services Program
Supervisor:	Senior Director of Programs and Services
FLSA:	Full-Time/Hourly/Non-Exempt
Salary Range:	\$30.00 per hour

### OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

### OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

### YOUR IMPACT

Under the general supervision of the Senior Director of Programs and Services this position will coordinate the Lifeline to Ignite Financial Transformation (LIFT) program, a supplemental income program with wraparound services and employment navigation aimed to assist clients to increase their income and with the goal improving the economic stability of those served in the program. The LIFT Coordinator will collaborate with Samaritan House programs and develop partnerships with other community-based organizations that will work with LIFT participants to engage them in education, training and/or certification programs with the ultimate goal of advancing their career goals and increasing their income i.e. becoming closer to economically stable.

### JOB QUALIFICATIONS

**Please note our preferred and in some cases required qualifications for this position:**

#### EDUCATION:

- Bachelor's degree in social work, psychology or related field.

#### EXPERIENCE:

- Direct case management experience with clear understanding of principles and procedures of intensive case management work both in practice and administrative.
- Developing and maintaining relationships and partnerships with public and other community-based or nonprofit organizations to further the mission of an organization. Clear understanding of the local communities Samaritan House services and knowledge of the various services available to populations experiencing economic challenges.
- Engaging and collaborating with external agencies for the purposes of advancing the mission of an organization.

- Intensively case managing clients experiencing various states of crisis including homelessness, addiction, physical and/or mental health challenges, victims of violence and trafficking.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Bilingual and Bicultural English/Spanish candidate preferred but not required.
- Excellent crisis/conflict management skills
- Excellent organizational and time management skills. Ability and capacity to efficiently and successfully manage time in a very busy work environment with full work load. Ability to multi-task with ease and prioritize effectively. Excellent ability to work within and meet deadlines
- Excellent Computer Proficiency is required with Microsoft Office Suite, ability to quickly learn new database systems (i.e., Salesforce, Clarity Systems)
- Excellent data management skills- Ability to complete timely data entry and work with information management systems. Must be able to successfully manage and maintain accurate data and reports; audit and ensure integrity of information is accurate.
- Strong ability to conduct all business and interactions with all constituents in a highly ethical manner, demonstrating high level of integrity as well as the ability to maintain appropriate professional boundaries
- Must be able to exercise appropriate and sound judgment, professionalism, appropriate composure with tact and diplomacy both under normal and stressful situations.
- Must possess a solutions-based approach to problem solving. Ability to be creative and show initiative and act as an independent employee while having a team player approach and attitude.
- Excellent interpersonal skills. Ability to establish and maintain successful and effective relationships with Samaritan House constituents (internal and external) and partnering agencies
- Must have flexibility with work schedule, which may include occasional evenings, holidays and/or weekends as needed
- Ability to drive to other Agency or partner locations -must have dependable transportation with insurance, and an excellent driving record

#### **PHYSICAL REQUIREMENTS AND BACKGROUND CHECK**

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients which includes some evenings as needed.

#### **ESSENTIAL FUNCTIONS OF THE JOB**

1. Coordinate the operations of the LIFT Program- Programmatically and Administratively. Deliver excellent client services in the LIFT Program.
2. Participate in the LIFT program working group in development, implementation and management of the program
3. Ensure program compliance with agency policies, funder requirements, and industry or government regulations.
4. Ensure case files are compliant, accurate and managed timely. Close files timely and within federal, state, local and industry standards and regulations. Ensure files are maintained with complete current and accurate information in an organized manner.
5. Perform timely and accurate data entry of relevant data into necessary databases.
6. Perform and support timely and accurate reporting of client data as requested.

7. Troubleshoot client concerns and issues with supervisor, provide input as needed.
8. Deliver direct client service including but not limited to the following Case Management services:
9. Maintain minimum caseload of up to 30 households seeking self-sufficiency (on average 20 HH case load).
10. Conduct initial and ongoing client assessments to determine needs for advancing their goal toward self-sufficiency
11. Assist clients with the development of their specific goal plans and support clients in achieving their case plan goals that are career focused leading to improved income.
12. Schedule and maintain regular (i.e. weekly) contact, both in person and/or online, with client to proactively address client's needs and progress in achieving their goals and objectives.
13. Support client in developing solutions for emergency situations, such as income, housing, health and transportation needs.
14. Provide crisis prevention and intervention strategies and solutions and long-term intensive case management focused leading to improved income.
15. Review and monitor progress; act as a liaison/advocate for the client when appropriate. The focus is to have the client strengthen their advocacy and navigation skills with support as needed.
16. Provide appropriate client assistance, including form completion, letter writing, translation services, etc.
17. Coordinate with Financial Empowerment staff and volunteer coaches to establish and ensure client's financial goals are met.
18. Establish and maintain strong interconnected partnerships with other community-based organizations, (i.e. educational entities, workforce development agencies, employment partners, etc.), in order to provide linkages to programs in support of client's goal plan focused leading to improved income.
19. Attend internal and external training, events and meetings as needed, including but not limited to case management meetings, staff meetings, and meetings with other service providers in the community.
20. Perform all work and conduct all engagements with constituents within Agency policies and values. Represent the agency professionally and courteously.
21. Perform all function within agency DEIB standards, values and Cultural Sensitivity: Understand and respect the diverse backgrounds and needs of all constituents and ensure compassionate engagement and services are culturally sensitive and inclusive
22. Report and complete any necessary incident reports immediately or within 24 hours, whichever is sooner. Review the incident with supervisor. Report on the job injuries immediately to HR.
23. Other duties as assigned.

## HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

**SAMARITAN HOUSE HR Specialist/Recruiter**

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: [jobs@samaritanhousesanmateo.org](mailto:jobs@samaritanhousesanmateo.org)      Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

## ACKNOWLEDGMENT

*Please sign below in acknowledgment that you have received and understand the job description of LIFT Coordinator*

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Employee Signature

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Date

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Supervisor Signature                      Date

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Vice President of Human Resources      Date