

CHRISTIAN CHURCHES UNITED
JOB DESCRIPTION

Client Services Assistant – Part-Time

TITLE: Client Services Assistant – Part-Time

REPORTING

RELATIONSHIP: Reports to the Program Director of HELP Ministries

PRIMARY

WORK PLACE: HELP Ministries Office, 413 S. 19th St., Harrisburg, PA 17104

PURPOSE OF

POSITION: To assist in the provision of services for clients of HELP Ministries, assessing clients for program eligibility and providing housing stability case management as required.

CLASSIFICATION: Part-time (less than 30 hours/week); non-exempt

TASKS:

- Assist in obtaining information from clients, landlords and other entities in order to assess needs, collect intake data, and verify program eligibility for any of HELP Ministries programs.
- Clearly and accurately document all necessary information in client files, both paper and electronic.
- Communicate accurately and respectfully to clients both verbally and in writing.
- Provide referrals and assist with applications to mainstream benefit programs and other community resources to assist clients in reaching their goals
- Provide case management to clients as assigned, coordinating client goal plans with other service providers (shelters, MH, etc) who are working with the client.
- Assist with initial client registration and answering phone calls as needed.
- Complete all required program reports.
- Perform other duties as assigned.

QUALIFICATIONS:

- Associate's degree in human services or related area preferred, a minimum of one year experience in human services required.
- Good customer service skills, including professional telephone manners.
- Attention to detail and ability to follow directions accurately.
- Ability to work effectively in a team environment.
- Ability to communicate clearly and compassionately with individuals who are under great stress.
- Computer data entry experience and ability to learn new software programs.

- Strong affirmation of CCU's mission, and experience and interest in working with individuals from diverse cultural, ethnic, socio-economic and theological backgrounds
- Physical ability to carry out the above duties is essential. This includes, but is not limited to: Sitting or standing for extended periods of time (2 hours or more), reaching above shoulder height, bending, stooping and lifting up to 40 lbs., and ability to climb multiple flights of stairs.
- Acceptable criminal background and child abuse history checks.
- Ability to work a flexible weekday, daytime schedule and work up to two evening shifts weekly until 7 pm.