



## **Catholic Charities of Los Angeles, Inc.**

### **Job Description**

**Job Title:** Client Resources Coordinator III(FRT)

**Job Code:** A2650

**Pay Grade:** 8

**Department:** All Regions

**FLSA Status:** Exempt

**Location:** Various

**Reports To:** Program Director

#### **Summary**

Provides leadership to other Client Resources Coordinators and handles more difficult cases in serving clients through counseling, advocacy, and guidance. May supervise the work of employees and/or volunteers. (FRT) staff is responsible for a triage screening, coordinating crisis housing, connecting families to supportive services to address any immediate needs, and scheduling a standardized assessment with a FSC Housing Navigator.

#### **Essential Duties and Responsibilities**

- Assesses clients' needs and helps them address and achieve their identified goals.
- Develops problem solving relationship with clients. Assesses and identifies needs and abilities of clients.
- Completes assessments and makes referrals to mental health agencies within 72 hours if needed.
- Completes assessments and makes referrals to substance abuse screening within 72 hours if needed.
- Develops plans to fulfill assessment goals.
- Works with other agencies and the FSC-SPA8 to ensure clients receive all required services.
- Links clients to existing Agency and community resources, including advocacy.
- Records client-related information.
- Compiles monthly statistics of services provided.
- Inputs all clients and residents into CaseWorthy, LB-HMIS and LA-HMIS.
- Attends weekly and monthly case management meetings.
- Monitors cases and plans for re-assessment.
- Maintains confidentiality of client information and records.

- Participates in good cause and conciliation procedures.
- Displays sensitivity to the client population's cultural and socioeconomic characteristics.
- Represents the program/Agency or client at administrative hearings. May supervise one or more staff members. Supervises all volunteers.
- Promotes continuous quality improvement and service delivery that is aligned with the Agency's mission.
- Performs related duties as required.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Master's degree in a related field preferred; bachelor's degree required. Three to five years of related experience. Must possess a valid driver's license.

### **Knowledge, Skills and Abilities**

#### **Knowledge:**

- Principles and practices of organization and administration.
- Catholic Charities' policies, procedures and organization.
- Counseling and assessment techniques.
- HUD Homeless Definition
- Housing First policies and procedure
- Harm Reduction Model
- Mandated Reported & Duty to Warn

#### **Skills and Abilities:**

- Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Handle public contact and relations effectively.
- Plan short- and long- range activities.
- Maintain accurate and orderly records.
- Develop and maintain effective working relationships.
- Analyze and resolve problems.
- Organized and direct several activities.
- Display sensitivity, tact, and responsiveness in various situations and needs.
- Maintain a high level of confidentiality.
- Use independent judgment and initiative.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Project Management software; Spreadsheet software and Word Processing software.

**Physical Demands**

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

While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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I have read the job description above and I understand that the knowledge, skills, abilities and assigned responsibilities listed are conditions of my employment with Catholic Charities of Los Angeles, Inc. I also understand that the job description may be changed or altered at any time and may not include all of my job responsibilities.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Supervisor Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date