



CARBON COUNTY ERAP APPLICATION SUPPORT SPECIALIST

Purpose of Position:

The primary responsibility of this position is to provide information, referral, prescreening, and application support for the Carbon County specific programs Emergency Rental Assistance Program (ERAP) program. An emphasis on quality customer service skills and accurate data recording is essential. This position is responsible for answering incoming calls, collecting client information and demographics, and administering an assessment to identify housing and other community needs. Additionally, this position may require attendance and participation at community events that provide opportunities for connecting individuals to housing solutions.

Accountability:

Director, PA 211 East at United Way of Lancaster County

Responsibilities: This position is responsible for assisting Carbon County residents with questions related to the Emergency Rental Assistance Program (ERAP) and help them complete the application via phone. This position will also be responsible for answering incoming calls, collecting client information and demographics, and conducting an assessment for determination of referral to housing instability preventive programs in Carbon County. Cross-training in a specialized assessment tool for those experiencing literal homelessness may also occur. This position will also make appropriate referrals to clients seeking health and human services by researching community resources and provide relevant data entry on such services into the HUD reporting system (HMIS-Homeless Management Information System) and VisionLink software system. Specific duties to include, but not limited to:

PRIMARY DUTIES INCLUDE:

- Assisting Carbon County residents with questions related to the Emergency Rental Assistance Program (ERAP) and helping them complete the online application via phone.
- Answering inbound phone calls with an appropriate tone of voice, paying close attention to voice inflection and volume.
- Maintain a high standard of professionalism and a non-judgmental attitude when speaking with callers, displaying sensitivity to all cultural backgrounds and maintaining a commitment to protecting client confidentiality at all times.
- Assessing caller needs and facilitating appropriate referrals for families and individuals seeking homelessness and prevention of homelessness information, including evaluating client eligibility using pre-determined screening criteria for specialized housing contracts.
- Accessing the 211 database and Continuum of Care database for resources and appropriately refer callers.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
- Maintain accurate data files to include reporting data needed to complete the program's monthly quality assurance and outcomes reports.
- Attend, participate, and present at regional organizations and community events such as health and school fairs, community/agency-sponsored events, etc., to help connect neighbors to housing solutions.
- Professionally represent 211 as needed at events.



SKILLS REQUIRED:

- Excellent communication and listening skills, empathetic and calm attitude
- Attention to detail
- Demonstrated knowledge of health and human services desired
- Ability to actively assess client needs and show sensitivity to issue presented by callers
- Ability to communicate orally and in writing
- Ability to work well within a team environment and independently
- Bilingual a plus
- Ability to work in a high paced call center
- Demonstrate basic computer skills

QUALIFICATIONS:

Must reside in Carbon, Lehigh, or Northampton Counties. Bachelor's degree in Social Work preferred; or an equal amount of education, knowledge and experience in health and human services field will also be considered. Familiarity with personal computer word-processing and databases required. Bi-lingual in English and Spanish a plus. Must have excellent communication skills, written and verbal, and be able to communicate effectively with diverse clients, staff, and external agencies. Must have ability to engage quickly with those in need and perform quick assessments.

PHYSICAL REQUIREMENTS:

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. Ability to lift 20 pounds. Able to bend, twist, and turn. Able to sit for 7-8 hours/day. Able to view computer screen and input data. Vision ability to include close vision, depth perception, and ability to adjust focus. UWLC will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made UWLC aware of his or her disability, provided that such accommodation does not constitute an undue hardship for UWLC.

CLEARANCES REQUIRED:

At point of hire, and periodically thereafter, able to secure the Pennsylvania State Police background clearance and the Pennsylvania Child Abuse History clearance. Clearances are required with relevance to the position.