

**UNITED WAY FOR SOUTHEASTERN MICHIGAN
ROLE DESCRIPTION**

Role: HAND Care Coordinator

Department: 211-MEAP

Reports to: Program Director of MEAP and CERA Operations

Overview:	The Homeless Action Network of Detroit (HAND) Care Coordinator is responsible completing online applications, uploading documents for providing information, referral, advocacy, and case plan design for crisis and vulnerable customers who need mortgage subsidy. The HAND Care Coordinator will provide ongoing personal care assistance with follow-up for home homeowners who have fallen behind in mortgage payments and other housing costs due to the COVID-19 pandemic.		
Key Responsibilities:	<ul style="list-style-type: none"> ○ Complete online HAND applications and upload documents. ○ Connect with clients and landlords to complete online HAND application submission. ○ Design client specific resources to assist in removing barriers. ○ Document all customer action steps and record all referrals. ○ Provide validation support for agency submitted HAND applications. ○ Complete data input and ensure all records are accurately maintained. ○ Complete applications within designated time frame. ○ Participate in HAND coordination training to ensure the fidelity of the program. ○ In addition to the core responsibilities of the position, may be asked, or may seek, to engage unique abilities, strengths, and passions through participation on cross-functional teams. ○ Excellent time management skills in a setting with potential frequent interruptions; ability to coordinate multiple concurrent projects and perform tasks in an organized and timely manner, with attention to detail. ○ Professional in appearance and demeanor, telephone, and interpersonal communications. ○ Establishes and maintains professional working relationships with consumers, staff, providers, and community partners. ○ PII and confidentiality regulation compliance required. ○ Ability to work 40 hours per week between 8:00 am and 5:00 pm weekdays. Upon an emergency or scheduling crisis, must be able to work additional hours. 		
Competencies:	<ul style="list-style-type: none"> • Communicates Effectively • Relationship Management • Adaptability • Tenacity 	<ul style="list-style-type: none"> • Continuous Learning • Self-Management • Drives for Results • Problem Solving/ Critical Thinking • Data input • Typing • Ongoing client follow-up 	<ul style="list-style-type: none"> • Customer Focus • Teamwork and Inclusion • Self-Awareness

United Way for Southeastern Michigan is an Equal Opportunity Employer.

This job description describes the general nature and level of work performed by employees assigned to this position. It should not be construed as an exhaustive list of all required duties, responsibilities and skills. Reasonable accommodations may be made to enable disabled individuals to perform the essential functions of the job.

Qualifications:	<ul style="list-style-type: none"> ○ Ability to handle stressful situations with calm and courteous demeanor ○ Strong organizational, interviewing, and interpersonal skills ○ Ability to work with a diverse group of individuals from various social-economic status ○ Strong attention to detail and follow up to close client file ○ Ability to actively listen and respond to people in need. ○ Ability to interact effectively with persons experiencing a problem situation, effectively assessing, and helping problem-solve the situation. ○ Critical thinking and analysis skills to resolve situations in a timely manner. ○ Ability to research information as needed utilizing resources including, but not limited to: industry-related software (RTM Designs' Refer NET), AIRS Standards for Professional Information and Referral and Quality Indicators. ○ Proficient in computer applications including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and Internet navigation. ○ Experience using office equipment, including cellular telephone; desktop telephone/voicemail; copier, fax machine, scanner, printer, computer, and calculator.
Education and Experience Requirements:	<ul style="list-style-type: none"> ○ A high school diploma or associate degree with some social services coursework. ○ A minimum of six month to a year of experience in a call center or similar work environment ○ Proficient with Microsoft Office applications and Internet usage. ○ At least two years of experience in a human service, non-profit, or customer service setting.

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