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| Job Title | Temporary Emergency Assistance Program Manager | FTE/Status | 32hrs/wk - <i>Temporary (August through December 2024)</i> |
| Reports to | Human Services Director | Salary | \$25-\$28 per hour DOE |

Do you want to work for a community-minded organization and put your skills and energy towards helping your neighbors lead successful, healthy lives?

Upper Valley MEND is the community hub for human services in the Upper Wenatchee Valley and Cashmere. An independent and community-focused nonprofit, Upper Valley MEND engages with our neighbors to alleviate hunger, provide affordable housing, ensure access to affordable healthcare, and provide emergency services to those in crisis. Our vision is an empowered community with equitable access to food, housing, healthcare, and emergency services.

The Temporary Emergency Assistance Program Manager will lead the emergency assistance and case management program from August through December, while our full-time social worker is out on leave. An ideal candidate has training and experience in some combination of social work, community organizing and/or case management. They are a critical thinker, adaptable, have a can-do attitude, and are committed to the wellbeing of all people in the Upper Wenatchee Valley and Cashmere. The ability to speak and understand Spanish is preferred.

This position administers emergency financial assistance to residents of the Upper Valley and Cashmere. This includes assistance paying rent, utility bills, for transportation and shelter, and collaborating with other housing resources through a coordinated system of social service providers in the region.

This position also administers case management, including one-time support navigating available resources, ongoing case management support, and in limited cases, assistance with transportation.

This position works together with other Upper Valley MEND staff, volunteers, donors, partners, and other stakeholders in a shared effort to help meet the basic needs of local families.

This position reports to the Human Services Director. The position is listed at 32 hours per week, however, qualified applicants looking for full time work are encouraged to apply.

REQUIRED QUALIFICATIONS:

- A commitment to the Upper Valley MEND mission and vision, especially as it relates to housing.
- Strong communication and listening skills are critical, as is the capacity for empathy.
- Comfort working with people across various cultural, social and economic backgrounds.
- Self-motivated and directed, a critical thinker.
- Experience facilitating and problem solving.

DESIRED QUALIFICATIONS:

- Bilingual in Spanish and English.
- Bachelor’s or master’s degree, preferably in social work or a related field. Graduate students in need of work experience are encouraged to apply.
- Experience administering housing and homelessness services, or other social-service programs.
- Familiarity with legal processes related to housing.

- Familiarity with Salesforce CRM and/or Homeless Management Information Systems database (HMIS).

SPECIFIC RESPONSIBILITIES

Emergency financial assistance:

- Administer emergency assistance services to clients in crisis, in accordance with Upper Valley MEND and any grant-related policies and procedures, and in collaboration with community partners, including members of the Community Housing Network. Interviews are done in person at Upper Valley MEND's offices in Leavenworth.
- Utilize the Department of Commerce's Homeless Management Information System (HMIS) to process and track emergency assistance clients, as well as Salesforce and Excel.
- Represent Upper Valley MEND in housing stakeholder groups in the Wenatchee Valley.

Case management:

- Work one-on-one or in group settings with clients to help them follow through with their plans. For example, support clients with job applications and resume writing, completing paperwork, scheduling appointments, basic financial planning, etc.
- Work closely with clients to help them to develop a plan that encourages a healthy, successful life. This will involve maintaining regular contact with clients and monitoring their progress.
- Keep up to date with all social service resources available to those in need in the Wenatchee Valley, including housing, healthcare, hunger, job support, mental health, education, etc.

Compensation and benefits:

- \$24 - \$28 per hour DOE
- Benefits package includes paid vacation, sick and holiday, yearly retirement match. Health insurance is available after a one-month waiting period.
- Flexible weekly schedule.
- Positive and upbeat office environment in beautiful office setting in Leavenworth with coworkers who are passionate about building community.

Please email resume, cover letter and at least two references or letters of recommendation to Human Services Director, Bob Mark, at bob@uvmend.org. Position will be open until filled.