

NEIGHBORHOOD PLACE OF PUNA

To Nurture, Strengthen, and Celebrate Ohana

www.neighborhoodplace.org

16-105 'Ōpūkaha'ia St.
Kea'au, HI 96749

ph: (808) 965-5550
fx: (808) 965-5109

Job Description

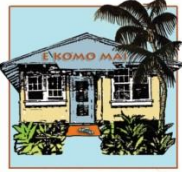
Job Title: Disaster Response and Recovery Care Coordinator
Reports To: Paul Normann, Executive Director
FLSA Status: Exempt
Created on: May 6, 2018
Approved By: Paul Normann, Executive Director
Approved Date:

Position Summary:

Under the supervision of the Executive Director of Neighborhood Place of Puna (NPP) responsible for (1) Coordination and rendering of disaster and recovery assistance, (2) Providing support services, case management, and outreach to individuals and families, and (3) Collaborate with individuals, agencies, community groups, and government to address identified individual, family, and community needs.

Essential Duties & Responsibilities: include the following. Other duties may be assigned.

- Coordination of disaster and recovery assistance to individuals and families in collaboration with non-profits, government agencies, community groups, etc., to address identified needs.
- Collaborate with individuals, agencies, community groups, and government to strengthen and expand our coordinated response/recovery efforts.
- Assist in needs assessment, intake, and eligibility screening as needed.
- Maintain shared database, including: coordinating data entry, training new users, developing support and instructional materials, addressing data/users issues, and generating reports as needed.
- Develop support and instructional materials as well as policies and procedures, to ensure the effective, fair, and timely rendering of disaster recovery/response assistance.
- Maintain supervision of all cases in the database to ensure that case notes are being updated by assigned agencies on a weekly basis.
- Follow up on cases assigned to NPP in the shared database.
- Provide support services, case management, and outreach to individuals and families as necessary.
- Maintain flexibility in schedule so as to be able to attend meetings as well as provide services, support, and outreach as needed.
- Maintain a high level of customer service grounded in compassion, trauma-informed care, and a strength-based model of case management.
- Document all pertinent data and information regarding work with individuals, families, agencies, community groups, volunteers, etc. in a timely manner and in accordance with company requirements.
- Use social media to share news about resources available to the community, especially those related to disaster response and recovery.
- Participate in organization planning.



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- Attend staff meetings and training sessions.
- Update shared calendar to show, activities, meetings and general schedule.
- Demonstrate leadership by making decisions that have significant impact, using independent discretion and judgment, on the effectiveness of NPP's disaster response and recovery effort.
- Manage appropriate workload as directed by company/supervisor requirements.
- Participate in special grant projects and other assigned duties as directed.

Supervisory Responsibilities:

Directly supervises 1 or more volunteers as need to effectively coordinate disaster recovery and response effort. Directly carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing potential applicants, hiring and training new and existing volunteers; scheduling, planning, assigning, and directing work; appraising performance; rewarding and disciplining volunteers; addressing complaints within department and resolving problems.

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree from accredited four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience. Educational requirements may vary depending on source of funding. DHS Educational waiver may be required.

Skills and Knowledge

- Ability to communicate effectively and courteously with families, staff, and community members.
- Knowledge of available community resources.
- Aware and sensitive to the different ethnic groups in the East Hawaii community.
- Ability to work with minimal supervision.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to maintain confidential materials and information.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries

Competencies:

- Proven experience in coordinating/organizing programmatic and community activities.
- Proven ability to work directly with individuals and families in a compassionate and effective manner.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Self-Development Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.



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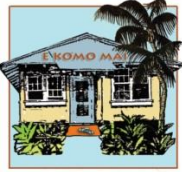
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- Customer Service - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - 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.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.



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- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients, families, or employees of organization.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office, and Internet software as well as some Social Media knowledge.

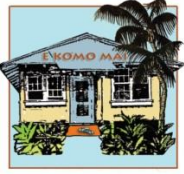
Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Maintain upkeep of office and general cleanliness of workspace

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 use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



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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.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.