



# NEIGHBORHOOD PLACE OF PUNA

*To nurture, strengthen, and celebrate 'ohana*

16-105 'Ōpūkaha'ia Street  
Kea'au, HI 96749  
(808) 965-5550  
neighborhoodplace.org

## Disaster Case Manager - C19 Job Description

**Job Title:** Disaster Case Manager - Covid19  
**Reports To:** Executive Director or Program Coordinator  
**FLSA Status:** Exempt  
**Created on:** March 2021

### Position Summary:

The Disaster Case Manager - C19 plays a crucial role in facilitating the delivery of emergency financial assistance to eligible households impacted by the Coronavirus Crisis. This is a fast paced and high interaction position that also requires attention to detail and comfort with data entry.

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

- Maintain a high level of customer service grounded in compassion, trauma informed care, and a strength based model of case management.
- Provide all aspects of Disaster Case Management services in a professional manner -- in accordance with training, NPP policies and procedures, program requirements, and direction from leadership -- to households impacted by the Coronavirus Crisis.
- Be able to complete all paperwork and document all pertinent data and information regarding work with clients, agencies and other community members in a timely manner in accordance with company and program requirements.
- Coordination of assistance to households in collaboration with nonprofits, government agencies, community groups, etc., to address identified needs.
- Maintain flexibility in schedule so as to be able to attend meetings as well as provide services, support, outreach as needed
- Participate in organization planning
- Attend staff meetings and trainings
- 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:

This position has no supervisory responsibilities.

### 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.



# NEIGHBORHOOD PLACE OF PUNA

*To nurture, strengthen, and celebrate 'ohana*

16-105 'Ōpūkaha'ia Street  
Kea'au, HI 96749  
(808) 965-5550  
[neighborhoodplace.org](http://neighborhoodplace.org)

## **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.

## **Computer Skills:**

To perform this job successfully, an individual must have knowledge of basic office software especially: MS Word or Google Docs, MS Excel or google sheets, and generally be familiar and comfortable using computers and various programs and apps.

## **Other Requirements:**

- Valid Hawaii driver license and no-fault car insurance.
- Personal vehicle with current safety check, registration and minimum no-fault insurance
- Criminal Record and/or DHS-CWS background check
- Bilingual preferred
- 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.

## **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.

Because NPP works with the homeless, in the course of performing the duties of this job one may see, engage or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations, but those in the position should reasonably expect these types of things to occur and the Supervisor must provide appropriate direction and support to these situations.