United Ministries
Transforming Lives Together

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| **Job Title:** | **Emergency Services Program Support Associate** | **Department/Loc:** | **Place of Hope and Emergency Assistance** |
| **FLSA Classification:** | **Non-Exempt, Full Time** | **Date Drafted:** | **9/1/26** |
| **Reports To:** | **Associate Director of Homeless Services** | | |
| **Starting Hourly:** | **$21-24/hr** | | |

## Position Summary

The Emergency Services Program Support Associate is responsible for working alongside the Associate Director of Homeless Services and the Associate Director of Financial Assistance to provide compassionate, discerning, and effective direct aid to individuals seeking services within two United Ministries programs--Place of Hope and Emergency Assistance. Within Place of Hope, the Program Support Associate works to meet the basic needs of homeless individuals; working directly with homeless persons as a counselor and case manager to address issues contributing to their homelessness; and supporting individuals' efforts to obtain permanent housing. Within Emergency Assistance, the Program Support Associate leads the Eviction Prevention Program, determining eligibility, working with landlords, and providing coaching, resource navigation, and creating stability plans with participants.

## Position Responsibilities - Essential

*This list of tasks is illustrative ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

**Program Operations-Place of Hope (60%)**

Day Shelter Operations:

- In coordination with the Associate Director and Place Of Hope Associate, facilitate all day shelter operations, including the provision of showers, restrooms, lockers, laundry facilities, mail, and other basic services. Manage volunteers assisting in daily operations.
- Oversee operations to ensure efficient, orderly, and equitable access to services for all individuals. Enforce day shelter guidelines consistently.
- Monitor continuously for emergent situations, directly responding by de-escalating conflicts and involving emergency personnel as needed.
- Provide direct assistance for individuals with limited capacity for self-care.
- Prepare all supplies needed for daily operations, including towels, hygiene products, etc. Organize donations of supplies and monitor inventory. Coordinate with the Associate Director to secure additional supplies when needed. Maintain a clean working environment.
- Cultivate and sustain culture of orderliness, friendliness, and mutual respect among day shelter

staff, volunteers, and service recipients.

Case Management:

- Help coordinate with Interns and Lead Volunteers in order to facilitate intake processes for new participants to get access to services in a timely manner
- Nurture relationships with individuals that make it possible to accompany them along the path toward obtaining housing. Establish trust and rapport with individuals while maintaining professional boundaries and avoiding "toxic charity."
- Interview individuals seeking Travelers Aid to return to a place outside of Greenville where they have housing; determine eligibility; and provide services to qualifying individuals.
- Work one-on-one with individuals to identify and address the issues contributing to their homelessness, especially mental illness, disabilities, substance abuse, lack of documentation, criminal background, and lack of income.
- Connect homeless persons with critical community resources, including emergency food, shelter, and clothes; physical and mental health care; public benefits; payee services; etc. Advocate for individuals with service providers as need to ensure services are obtained. Directly assist individuals with managing documents, scheduling appointments, applying for benefits, and obtaining resources as appropriate to each individual's capacity. Assist individuals in locating, qualifying for, and obtaining housing. Work directly with housing partners and landlords as necessary.
- Work closely as dedicated Case Manager for up to 3 participants with greater need for hands-on guidance in locating resources and support toward becoming sustainably housed.

Homeless Outreach:

- Serve as the Place of Hope lead for the weekly community-led Outreach Team--building relationships with persons experiencing homelessness out in the community and guiding them to the resources available to them. Build relationships with other nonprofit agencies and community partners also working in outreach services.

**Program Operations-Emergency Assistance (30%)**

Eviction Prevention Program Leadership:

- In coordination with the Associate Director of Financial Assistance determine eligibility for households applying for rental assistance through the Eviction Prevention Program; schedule and conduct appointments for assessment interviews as appropriate
- Ensure efficient, orderly, and equitable access to services for all eligible individuals.
- Gather and verify necessary documentation related to housing, income, and household needs
- Assess participant situations to identify risk factors related to housing, income, and household needs
- Offer coaching and resource navigation for participants in Eviction Prevention appointments; support participants in understanding next steps and developing a short-term stability plan
- Manage time sensitive communications with assistance recipients and service providers/landlords regarding commitments of assistance. Utilize vendor systems for making assistance commitments and payments.

Program Support:

- Support the Financial Assistance Associate and volunteers with program operations as needed—assistance intake appointments, food pantry operations

**Data & Reporting (10%)**

- Maintain updated and accurate records in the agency database for individuals receiving assistance in both programs.
- Maintain updated and accurate records for in the agency database for individuals receiving case management, including case notes for each significant case management interaction.
- Input required data into HUD's Homeless management Information System (HMIS) for individuals receiving case management services.
- Maintain accurate daily tracking logs for the use of day shelter services.
- Maintain program records and track outcomes.

**Within the Team**

- Participate in team meetings and projects to improve program services and opportunities available to participants.
- Work closely with staff, volunteers, and interns to ensure quality service delivery.
- Communicate and collaborate closely with Associate Directors regarding the needs of and services provided to individual participants.
- Be prepared to manage program operations in the absence of the Associate Directors or other staff.

**Within the Agency**

- Participate in all agency-wide meetings and events.
- Maintain current knowledge of services offered through other programs at United Ministries and connect participants with these services when appropriate.
- Be responsive to inquiries and requests from other agency staff regarding needs related to crisis aid.
- Believe in and act in accordance with the values and mission of United Ministries.

**Community**

- Maintain professional relationships with other agencies in Greenville as necessary to provide a continuum of care for homeless individuals. Be responsive to communications from other agencies.
- Remain informed of current issues related to crisis needs and resources in Greenville.
- Support the efforts of local congregations, schools, and businesses to gather resources for programs.
- Be responsive to inquiries and requests from individuals in the community who are seeking services or seeking to help persons in need.

## Position Responsibilities - Non-Essential

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- Perform other duties as assigned.

## Essential Skills and Experience

- Previous experience in human services, case management, or counseling; Bachelor's degree in Human Services or equivalent preferred.
- Demonstrated ability to engage with all individuals in accordance with diversity, equity, and inclusion best practices
- Effective interpersonal skills
- Effective crisis and conflict management skills
- Effective verbal and written communication skills
- Proficiency with common technology applications, including Microsoft Office (Word, Outlook, Excel)
- Demonstrated skill with time management, planning, organization, and follow-up

| **Mental & Physical Demands- ADA Guidelines** | | | | |
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| **Physical Demands** | | | | |
| Stand | ☐ Constantly | ☒ Frequently | ☐ Occasionally | ☐ N/A |
| Walk | ☐ Constantly | ☒ Frequently | ☐ Occasionally | ☐ N/A |
| Sit | ☐ Constantly | ☒ Frequently | ☐ Occasionally | ☐ N/A |
| Handling | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| Reach Outward | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| Reach Above Shoulder | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| Climb | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| Crawl | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| Squat or Kneel | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| Bend | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| **Lifting Requirements** | | | | |
| 10 pounds or less | ☐ Constantly | ☒ Frequently | ☐ Occasionally | ☐ N/A |
| 11 to 20 pounds | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| 21 to 50 pounds | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| 51 to 100 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| > than 100 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| **Pushing and Pulling Requirements** | | | | |
| 12 pounds or less | ☐ Constantly | ☐ Frequently | ☒ Occasionally | ☐ N/A |
| 13 to 25 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| 26 to 40 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| 41 to 100 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |
| > than 100 pounds | ☐ Constantly | ☐ Frequently | ☐ Occasionally | ☒ N/A |

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

Print Employee Name Employee Signature Date Signed

| Print Manager/Supervisor Name | Manager/Supervisor Signature | Date Signed |
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