

**Rapid Re-Housing (RRH) Case Management Support Assistant**

Job Purpose: The employee in this role will work closely with the Director of Coordinated Entry and Prevention, Director of Rapid Re-Housing, the Housing Search and Placement Coordinator, and the Rapid Re-Housing Case Manager to ensure that clients receive accurate information and timely responses, as well as to ensure that all paperwork is maintained in accordance with the best practice standard for North Carolina ESG Funding and the Back@Home Model.

Responsibilities: The person hired for this position will be responsible for:

- Answering client phone calls;
- Completing the client intake process for the Emergency Solutions Grant;
- Creating and establishing clients in Osnium;
- Referring clients to the Housing Search and Placement Coordinator;
- Filing documents according to the established system;
- Working with the Family Abuse Services Finance Manager to process Rapid Re-Housing payments for utilities, rent assistance, security deposits, etc.;
- Scanning and copying documents;
- Communicating with various parties via email;
- Reviewing completed files to ensure that all forms are filed and scanned;
- Completing the RRH Record Review Form for all files; and
- Other duties as assigned.

Qualifications, Skills, & Abilities: The person hired for this position should possess and demonstrate the following skills/abilities:

- Attention to detail;
- Well-organized;
- Ability to multitask;
- Personal accountability;
- Autonomy and/or the ability to work independently with minimal supervision; and
- Time management.



Education & Experience: High School Diploma or G.E.D. required. Associate degree or further education preferred. At least three years of clerical experience using various office equipment, including computers, copiers, and scanners. At least two years of customer service experience.

Computer Skills: Proficient in Microsoft Office (Excel, Word, Outlook). Proficient intermediate computer experience (Windows programming).

License/Credentials: Possession a valid N.C. driver's license is required for this position.

Physical Demands: Standard physical demands such as standing and sitting. Lifting items weighing no more than twenty pounds.

Work Environment: Standard office environment.