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JOB DESCRIPTION

POSITION: Special Projects Provider (CARES Act/COVID-19), \$18.00 to 23.00 per hr.
SALARY: Full-time (37.5 hour workweek), non-exempt position. Full medical benefits package included. **Temporary position ends September 30, 2021.**

DESCRIPTION OF POSITION:

The position is under the supervision of the Executive Director or designee. This individual is responsible for assisting persons with disabilities (PWD) in accessing a variety of supportive services due to the COVID-19 pandemic. Services are provided during and post COVID-19. Services include but are not limited to housing assistance, food assistance, transportation assistance and access to technology. Services provided are to enable PWD to live safely in the community while complying with social distancing practices and other COVID-19 matters. The position assesses the consumer's needs and the impact of COVID-19 on their daily lives. In addition, the individual is responsible for the development of a Rapid Assessment plan that will help Kern County assess, plan, and implement services to PWD during COVID-19.

Note: This position does not necessarily work directly with PWD diagnosed with COVID-19. However, all services provided stem from the pandemic such as job loss, social distancing requirements, positive diagnosis, service and program closures, etc.

DUTIES INCLUDE:

1. Conducts intakes and assessments of consumers seeking COVID-19 related assistance.
2. Provides Information & Referral (I&R) services to PWD impacted by COVID-19.
3. Determines caller needs and direct calls to the appropriate service organizations.
4. Enrolls PWD in various discount and supportive services programs including PGE Care/Reach Program, and Internet Access Programs.
5. Completes in a timely manner all necessary case documentation, outreach activities, I&R services, and required reports.
6. Assists PWD effected by COVID-19 with food, housing, and technology deficiencies.
7. Assists PWD with social distancing practices including ordering food on-line, on-line doctor visits, video conferencing, etc.
8. Assists PWD with on-line communication with friends and family.
9. Assists with the development and implementation of new procedures and policies relevant to the new CARES Act program.
10. Collaborates with local organizations and government to develop a Rapid Assessment plan including the Kern County Office of Emergency services and the Emergency Operations Center.
11. Develops and monitors agency's Rapid Assessment plan for PWD during COVID-19.
12. Carry out all other duties as assigned by supervisor.

QUALIFICATIONS:

1. At least two years of experience working with PWD and/or in a social services field.
2. Bachelor's degree in social work, counseling or related field.
3. Ability to relate and communicate with PWD and their families.
4. Must be a self-starter and self-motivated with good verbal, written, and organizational skills.
5. Good computer, typing, and e-mailing skills.
6. Ability to handle high call volumes and return calls efficiently.
7. Familiar with resources and services for PWD.
8. Familiar with local organizations that provide emergency and disaster services.
9. Must have a valid driver's licenses and clean driving record.
10. Must have an understanding and commitment to implement the independent living philosophy and empower PWD to living more independently.
11. Ability to identify problems and recommend solutions.
12. Must exercise initiative, confidentiality, and sound judgment in technical matters.
13. Must be able to coordinate workload and establish priorities.
14. Ability to handle irate and aggressive callers.

Preferences

- Life experience with a disability
- Ability to speak Spanish or American Sign Language

PHYSICAL AND EMOTIONAL DEMANDS

The physical demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to remain in a seated position for an extended period. Must be able to operate a computer, key board, phone, and monitor for an extended period. This individual occasionally needs to move about the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office machinery, such as a calculator, copy machines, fax machine, and printers.

The emotional and stress demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to handle moderate to high levels of stress during times of high call volume. Communication and behavioral styles vary, and the employee must be able to adjust with these styles during grant and reporting deadlines.

ILC of Kern County is an equal opportunity employer committed to hiring staff who reflect the diversity of our community. Persons with disabilities are encouraged to apply. Reasonable accommodations will be made for qualified individuals with disabilities to perform the essential functions of the position.

**Please send resume and cover letter to: Jimmie Soto, Executive Director
jimmie@ilcofkerncounty.org**

(Position Open Until Filled)