

ES Case Manager/Volunteer Coordinator

Laurel Advocacy and Referral Services, Inc. (LARS) is a non-profit organization located in Laurel, Maryland. For close to 30 years, we have supported homeless and low-income people in the Greater Laurel area by enabling those who are in crisis to achieve stability and long-term self-sufficiency.

We envision a community that treats all people with dignity and helps everyone meet their basic needs. We are currently seeking a dynamic, organized, and passionate individual for the position of Emergency Services Case Manager/Volunteer Coordinator. This individual will provide direct case management for clients seeking emergency assistance, develop and coordinate LARS volunteer program and oversee the operations of the LARS food pantry. This is a full-time position and includes Monday evening hours.

Primary Responsibilities:

1. Meet with and assess needs of individual clients and families;
2. Through consultation with LARS personnel and area agencies, develop a case plan to meet clients' identified needs;
3. Document client services on Homeless Management Information Systems (HMIS) and other LARS databases within 24 hours of interaction;
4. Maintain organized records for grants used to assist crisis center clients, and prepare reports for grant agencies, as assigned;
5. Develop and maintain working relationships with other community agencies;
6. Manage the LARS volunteer program including but not limited to recruitment, screening, placement, recognition, retention, and evaluation of volunteers;
7. Coordinate large scale volunteer groups for volunteer projects and agency events;
8. Maintain existing volunteer database and records;
9. Oversee the operations of the LARS food pantry, including but not limited to supervision and coordination of food pantry volunteers, maintaining food pantry inventory by purchasing and restocking items, coordinating food drives and deliveries, ensuring pantry organization and cleanliness, and completing monthly reports as required.

Additional Responsibilities:

1. Attend meetings as approved or designated by supervisor.
2. Work every Monday evening until 7:45 PM (Wednesday evening when a Holiday falls on a Monday).
3. Other related tasks as assigned by supervisor.

Education/ Licensure Requirements:

- Bachelor's Degree in any Human Service Field, preferably social work.

Experience Necessary/Desired:

- Understanding of crisis intervention.
- Excellent interpersonal, communication, and writing skills, ability to work with diverse populations, including women, minorities, elderly.
- Capability to work with mentally ill/substance abusing populations in respectful and compassionate non-judgmental manner.
- Familiarity with resources for clients in the Greater Laurel area (preferred).
- Able to work independently and collaboratively.
- Intermediate computer skills (Microsoft Office, word processing, internet searching, etc).
- Pass criminal background checks.

Please email your cover letter, resume, and salary requirements to sguzman@laureladvocacy.org. Be sure to reference Emergency Services Case Manager/Volunteer Coordinator in the subject line. No phone calls please.

LARS is an equal opportunity employer. EOE