



Human Resources

Oakland Livingston Human Service Agency

196 Cesar E. Chavez Ave.

P.O. Box 430598

Pontiac, MI 48343-0598

Email: EMPLOYMENT@olhsa.org

(248) 209-2615 FAX

Website: www.olhsa.org

CERA Coordinator

Division: Community and Energy Services

Department: Welcome Center Services

Supervisor: CERA Program Service Manager

FLSA Status: Non-Exempt

Qualifications:

1. Associates degree or two (2) years of experience in the human service field preferred.
2. One (1) year case management experience preferred.
3. Two (2) years of experience working with computer applications and client data systems preferred; experience with Microsoft 365 is a plus.
4. Bilingual in English and Spanish preferred.
5. Valid driver's license, current automobile insurance, and an automobile to be used for job related travel are required.

Job Mission:

Provide case management for clients seeking CERA rent and utility assistance by collecting required documents, completing program applications, and completing necessary data entry.

Performance Standards:

1. Provide applicable case management, one-on-one client support, internal/external referrals and resources and/or follow up assistance to eligible clients seeking CERA services.
2. Conduct assessments of all OLHSA clients to determine their eligibility for all programs and make linkages while meeting quality standards and using formal tracking and evaluation systems.
3. Provide individualized support, such as collecting required documents, creating award vouchers and submitting payments to landlord and utility vendors.
4. Enter and update all client data into the agency-wide database, meeting all program standards for client's assistance applications within the program database.
5. Participate in outreach events promoting OLHSA programs and services and gathering external information, including traveling to different service locations.
6. Carry out all other duties as assigned by supervisor.

Hours & Wage

40 hours per week; 52 weeks per year

\$15.52 per hour

Location

Pontiac

Job Title: CERA Coordinator

Job Requirements (in an 8 hour workday)
Number of Hours - Select full Capacity

	Hours	Comments
Sit	5	
Stand	1	
Walk	1	
Bend/Stoop	1	

Movements	Yes/No	Comments
Crawl	Yes	
Reach above	Yes	
Crouch	Yes	
Balancing	Yes	
Squat	Yes	
Climb	Yes	
Shoulder level	Yes	
Kneel	Yes	
Pushing	Yes	

	Pounds	Comments
Weight Carried	26-50 lbs.	

	Pounds	Comments
Weight Lifted	26-50 lbs.	

Date: 2/22/2021