Emergency Services Office Support Specialist

Location: Montevideo, MN
Department: Emergency Services
Reports To: Emergency Services Director
Salary Range: $20.00 - $22.00 per hour
Status: Full-Time (One-Year Guaranteed Position), Year-to-year position based on program needs and available funding, Non Exempt
Schedule: Monday through Friday, 8:00 a.m. to 4:30 p.m.

Position Summary

Prairie Five Community Action Council is seeking a dedicated and compassionate Emergency Services Office Support professional to assist individuals and families experiencing housing instability and financial hardship. This position provides direct client support, intake and eligibility determination, case management assistance, referral services, and administrative support to the Emergency Services Department.

The ideal candidate will have strong interpersonal skills, the ability to work effectively in crisis situations, and a commitment to helping individuals achieve stability and self-sufficiency.

Qualifications

Preferred qualifications include:

- Two years of education and/or related experience in Case Management, Homeless Prevention, Human Services, or Social Services.
- Experience working with individuals and families in crisis situations.
- Knowledge of community resources and services available to individuals experiencing financial hardship or housing instability.
- Ability to assess client needs and coordinate appropriate services and referrals.
- Self-motivated, organized, and able to work independently.
- Ability to remain calm and professional in stressful situations.
- Proficiency with Microsoft Office applications, including Excel and Word.
- Excellent communication, customer service, organizational, writing, problem-solving, and conflict-resolution skills.
- Ability to work effectively both independently and as part of a team.
- Valid driver's license with the ability to travel locally and occasionally within the metro area.
- Successful completion of a background check.

Essential Responsibilities

- Conduct intake interviews with applicants and assess eligibility for emergency assistance programs.
- Verify client information and determine appropriate services based on individual needs.
- Assist individuals and families who are homeless or at risk of homelessness in accessing resources and maintaining stable housing.
- Facilitate participant enrollment, assessments, goal planning, and program participation.
- Maintain accurate, organized, and confidential client records in accordance with agency policies and professional standards.
- Provide ongoing support, case management assistance, and follow-up services to participants.
- Document client interactions, referrals, and program outcomes.
- Connect clients with agency and community resources that support housing stability and self-sufficiency.
- Establish and maintain positive working relationships with clients, community agencies, and service providers.
- Participate in required trainings, meetings, conferences, and professional development opportunities.
- Provide general administrative and office support to the Emergency Services Department as needed.
- Perform other duties as assigned.

Application Information

Position Open Until Filled

Interested applicants should submit an application and resume to:

Prairie Five Community Action Council
Human Resources Department
P.O. Box 159
Montevideo, MN 56265

Email: **HR@prairiefive.org**

Prairie Five is an Equal Opportunity, Affirmative Action, and ADA Employer.