



## Hampton Roads Community Action Program

2410 Wickham Avenue  
P.O. Box 37  
Newport News, VA 23607

### POSITION ANNOUNCEMENT

**Position:** Emergency Services Supervisor  
**Department:** Strategic Initiatives  
**Reports To:** Chief Operating Officer  
**FSLA Status:** Exempt

**Summary/Objective:** Under general supervision, the position will assist in the day to day operations of administering emergency service responses for the agency to individuals and families. The supervisor will provide hands-on, program coordination to include assisting with welcoming volunteer groups, coordinating food programs, and administering financial assistance including utility and rental assistance. He/she will interview, assess and counsel eligible clients, develop monthly budgets; file unemployment claims, and assist with referrals to community-based programs as needed. The coordinator will possess demonstrated ability to successfully convene partners, and clients to execute programs and initiatives. Must have a positive track record in working effectively with multi-ethnic, multi-cultural communities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Provide supervision to all assigned staff and contractors.
- Provide weekly, monthly, and quarterly reports on emergency service programs and services. Oversee all financial assistance programs administered by the agency.
- Ensure all programs services offered by the department are compliant.
- Coordinate and track delivery of food and prescriptions to individuals and families in need. Provide services and assistance to individuals and families in need of emergency services including: rental, mortgage, and utility assistance due.
- Coordinate and collaborate with partners to expand food resources within the communities served by the agency.
- Establish ongoing relationship with utility vendors to setup payment arrangements for individuals and families in crisis.
- Knowledge of employment and training programs and related community resources. Extensive record keeping activities.
- Applying effective case management techniques.
- Research various resources available for military veterans required for some positions. Identifies resources for participants and provide referral information regarding personal/social needs (e.g., housing, social services, counseling, crisis intervention, etc.).
- Support and leverage transportation options for clients. Other duties as assigned.

**Salary:** Negotiable; Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: <http://www.hrcapinc.org> to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until positions are filled.