



CASE AIDE (Emergency Shelter) Job Description

Purpose:

This position is supportive to IHELP Emergency Shelter staff and participants. The Case Aide assists case management staff in responding to participant service requests, scheduling, case file documentation, and data entry. The position also assists with daily operations at each IHELP shelter location.

Essential Functions:

Duties include, but are not limited to the following:

Customer Service

- Greet visitors and respond to incoming and outgoing calls.
- Assist with intakes, service requests or change orders.
- Conduct bag checks and update shelter bed count documents at shelter.
- Receive and assist with meal service.
- Prepare new client packets.
- Maintain accurate and timely paper documentation.
- Provide program information and respond to shelter related questions.
- Maintain office, workspace, and shelter site cleanliness and organization. Restock supplies as needed.
- Monitor late night activity, monitor security of facility, and maintain activity reports concerning late night activity including late arrivals and more.
- Guide participants in completion of chores at shelter site.

Case Management Support

- Serve as back up driver when necessary and as assigned by Program Manager.
- Assist case managers with recording case notes for all participant interactions at shelter in hard copy and data management system.
- Scan and upload documents relating to case records.
- Assist Case Managers and participants with completion of program forms, including collection of necessary documents.
- Provide additional shelter support during scheduled activities and large events at various facilities.

Shelter Site support

- Pick up/transport shelter program supplies including laundry.
- Assist in maintaining inventory of shelter equipment and supplies.
- Provide on-site assistance with trailer set up and closure.
- Report concerns related to site maintenance and/or safety.

General Requirements:

- Adhere to agency, shelter, and contract standards and requirements.
- Assist with other duties as needed and appropriately assigned.
- Provide excellent participant service and exhibit respectful, professional conduct in all communications.
- Maintain an established work schedule, including a level of self-direction and responsibility.

Qualifications:

- Sensitivity to culture and socioeconomic characteristics of people from diverse backgrounds.
- Must be courteous with strong customer service orientation.
- Effective skills in organizing and scheduling.
- Ability to multitask.
- Proficient typing skills and intermediate MSOffice and database experience required.



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- Bilingual English/Spanish desired.
- Able to lift up to 50lbs.

Education/Experience:

- Minimum of one year related and responsible work history in a human service or other related setting indicating dependability, initiative, flexibility, and ability to follow directions.
- Possess a high school diploma or GED equivalent.

License and Certification:

- Arizona Driver's License and a vehicle to use in performance of job if needed.
- Vehicle insurance and registration.
- Level 1 fingerprint clearance card required.
- Ability to meet background clearance requirement.

Status: Parttime, non-exempt

Schedule: Monday through Thursday 5pm-10pm or Friday through Sunday 4pm-10pm

Compensation: \$16.50 per hour

Benefits: At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Employee Assistance Program
- Simple IRA with company match
- Annual merit-based Increases after 9 months of employment
- Flexible work schedules and hybrid options for certain positions
- Paid time off to volunteer
- Reimbursement of background clearance costs for entry-level positions
- Mileage Reimbursement

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

TCAA is an Equal Opportunity Employer