

Community Services Program Specialist II

POSITION SUMMARY:

Provide health and social services to the general public and assist the families who are seeking emergency assistance with services such as food, clothing, diapers, eviction prevention and/or utility assistance and other basic needs; create partnerships with other agencies, churches and schools in hope of further assisting the clients seeking services and perform a variety of tasks relative to assigned area of responsibility.

Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.

SUPERVISION RECEIVED AND EXERCISED:

Receive general supervision from higher level supervisory or management staff.

May exercise functional or technical supervision of lower-level staff.

ESSENTIAL AND SUPPLEMENTAL FUNCTIONS:

ESSENTIAL FUNCTIONS: (Essential functions may include, but are not limited to the functions listed below)

1. Provide a wide variety of community and social programs and services; interpret and explains social services that will be offered.
2. Implement outreach and recruitment efforts to attract participants; complete a needs assessment of the clients.
3. Provide clients with referrals to networking agencies, provide basic general case management.
4. Input, maintain and monitor current client information on database; provide and maintain related clients' statistic reports.
5. Assist families in crisis with eviction prevention, utilities, clothing, diapers, food and all other basic needs; comply and follow the centers guidelines.
6. Determine appropriate programs applicant is eligible for and refer to said programs.
7. Educate families to assist them in becoming economically self-sufficient.
8. Develop partnerships with agencies, churches, schools and other organizations.
9. Assist in annual community events as needed, attend and occasionally host inter-agency meetings.
10. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of social services.
11. May select, train, motivate and evaluate lower-level staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

SUPPLEMENTAL FUNCTIONS:

1. May be required to respond to security and maintenance requests for the assigned facility in the absence of higher level supervisory or management staff.

2. Perform related duties and responsibilities as required.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Education and experience directly related to the minimum requirements below may be interchangeable on a year for year basis.

Bachelor's degree from an accredited college or university in public administration, business administration, social services or human services; **and**

Two (2) years community or social service program coordination experience.

Experience working with community agencies or community partnership programs preferred.

ADDITIONAL REQUIREMENTS:

Possession of a valid New Mexico Driver's License or the ability to obtain by date of hire.

Possession of a City Operator's Permit (COP) within 6 months from date of hire.

PREFERRED KNOWLEDGE:

- Operations, services and activities of assigned community services program
- Community resources and outreach agencies
- Basic computer programs as required by assigned area
- Principles and practices of basic social services and case management
- Principles of supervision, training and performance evaluation
- Basic counseling techniques pertaining to both individual and family needs
- Methods and techniques used to assess family needs and deliver corresponding supportive services
- Principles of neighborhood coordination and needs assessment
- Modern and complex principles and practices of program compliance requirements
- English usage, spelling, grammar and punctuation
- Pertinent Federal, State and local laws, codes and regulations

PREFERRED SKILLS AND ABILITY:

- Analyze and complete a needs assessment of clients
- Assess and evaluate applicant requests for federally funded community and social services
- Provide effective referrals for social services and provide basic case management
- Assess the needs of various families within the community and provide responsible family development services
- Develop partnerships with agencies, churches, schools and other organizations; implement outreach and recruitment efforts
- Access and provide assistance to clients seeking services
- Prepare a variety of administrative reports
- Utilize computer programs relevant to assigned area
- Interpret and explain social services; adhere to high standards of customer service
- Supervise, direct and coordinate the work of lower level staff
- Select, supervise, train and evaluate staff
- Communicate clearly and concisely
- Perform the essential functions of the job with or without reasonable accommodation

- Establish and maintain effective working relationships with those contacted in the course of work

WORKING CONDITIONS:**Environmental:**

Office and field environment; travel from site to site; exposure to computer screens; potentially hostile environment.

Physical:

Essential and supplemental functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods; and operating a motorized vehicle or equipment. Depending on position, may be required to lift up to 50 (fifty) pounds.