

JEWISH FAMILY SERVICES
JOB DESCRIPTION

JOB TITLE: Community Assistance Coordinator
DEPARTMENT: Community Assistance
REPORTS TO: Director of Community Assistance and Nutrition Services
APPROVED DATE: January 2021

PURPOSE/SCOPE OF RESPONSIBILITY

To assist clients in obtaining needed resources by completing the JFS intake process, providing resource advocacy, and providing appropriate internal and external referrals. Will provide some case management to individuals under 60 who do not qualify for other case management services. Assists the agency by staying current on community resources by participating in necessary internal and community wide meetings. Represents JFS in the community as needed.

1. Assists prospective or existing clients by answering telephone calls, online inquiries, and other requests for service.
2. Identifies preliminary service needs assessment by gathering and evaluating information received from all inquiries.
3. Maintains in-depth knowledge of all JFS departmental intake processes.
4. Maintains comprehensive knowledge of local, state and federal resources and benefits.
5. Maintains training materials of JFS intake processes and procedures for new staff, student interns, and professional volunteers to utilize.
6. Serves clients by analyzing their needs, addressing their concerns, referring them for appropriate services.
7. Identifies solutions by providing community referrals or referring to the appropriate JFS team departments/services/team members.
8. Maintains wait lists for services as needed.
9. Upholds client documentation standards by preparing and completing, in a timely manner, all required records and reports for all assigned clients.

10. Maintains professional and technical knowledge by attending community and agency in-service programs, educational workshops, reviewing professional publications and establishing personal networks.

11. Maximizes the utilization of agency financial assistance by maintaining comprehensive, up-to-date information on available community and government resources.

12. Responsible for the training and daily supervision of tasks for several student interns and professional volunteers.

13. Maintains client confidence and protects operations by keeping information confidential.

14. Responsible for creating and maintaining appropriate client resource guides and mailings.

15. Provides case management services for adults under the age of 60 through community, in-office, home based visits, and telephonic support.

16. Develops a person-centered care plan and assists clients in obtaining identified goals.

17. Monitors and evaluates direct program interventions and outcomes.

OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Excellent customer service and communication skills are required to success in this role.

2. Meets client needs by participating in the planning for necessary services in the agency.

3. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.

4. Establishes the agency as a credible service provider by presenting information at community workshops.

5. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.

6. Contributes to team effort by accomplishing related results as needed.

7. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.

8. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining a professional manners and appearance at all times.
9. Maintains safe and clean working environment by complying with health and safety guidelines.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum of a bachelor's degree in Social Work or a related field.

REQUIRED LANGUAGE SKILLS

Ability to express oneself in an articulate and effective manner both verbally and in written communication.

REQUIRED REASONING ABILITY

Ability to deal with abstract as well as concrete concepts, problematic people and situations.
Ability to define problems, collect data, establish facts and draw valid conclusions.