

COMMUNITY SERVICES COORDINATOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Human Services Planner

CLASS SUMMARY

Coordinates the department's effort to build community partnerships to improve service delivery to clients by identifying community partners, assessing client needs and service delivery, and working with staff and partners to implement new strategies.

DISTINGUISHING CHARACTERISTICS

The Community Services Coordinator is a stand-alone classification. The Community Services Coordinator is distinguished from other classifications by its responsibility for coordinating community and DSS efforts to improve services.

TYPICAL CLASS ESSENTIAL DUTIES

- Identifies resources in the community (family and friends; education, civic, social, religious, and service organizations; businesses; neighborhood groups, law enforcement; treatment providers; other service providers, etc.) which have the capacity to partner with DSS; develops working relationships and partnership protocols; shares assessments of client needs; and helps the partnership develop objectives; facilitates action planning to meet objectives.
- Locates funding for partnership initiatives.
- Coordinates with DSS staff and partners to implement new strategies in service delivery.
- Promotes the department's community development approach, using printed materials, media sources, public presentations and outreach activities.
- Monitors and documents community development and training activities; works with partnerships to produce reports showing evidence of success and needed changes.
- Collaborates with service providers to develop better ways for organizations to share information and referrals.
- Establishes training for DSS staff involved in the community-based service programs; develops and supports leadership within communities.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Social work systems and principles;
- Applicable local, state, and federal statutes;
- Community resources;
- Research methods;
- Basic finance principles;
- Marketing and promotion principles;
- Funding sources;
- Public funding requirements.

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Skill in:

- Using a computer and related software programs;
- Using general office equipment;
- Preparing formal documents and reports;
- Assessing client needs;
- Mediating and facilitating groups;
- Preparing and giving presentations;
- Developing and implementing programs;
- Coordinating diverse administrative functions;
- Analyzing data;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

Bachelor's Degree in Social Work, Public Administration, Counseling, Psychology or a related social science field and three years of community relations experience in a human services environment that includes assessing community needs and evaluating related programs and services; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Master's Degree is preferred.

LICENSING/CERTIFICATION

- Valid NC Driver's License.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Exempt

Class Spec Established/Revised: E8/03