



Administrative Services

Judith Barris
Executive Director

Sherry Detrick
Board Chairperson

Carmen Kuula
Director of Development

POSITION: Program Services Specialist

RESPONSIBLE TO: Program Services Coordinator

LEVEL/SALARY RANGE: 5

EMPLOYMENT STATUS: Regular- Full-time

PRIMARY WORK SITE: Community Development Office

GENERAL RESPONSIBILITIES:

Under the direction of the Program Services Coordinator, assists with all Community Development (CD) programs including self-sufficiency programs, information and referral, community/neighborhood development activities, internal and external communications, conducting customer assessments, customer eligibility screening and customer outreach.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Researches, creates and delivers workshops and trainings for customers on topics designed to build skills to empower self-sufficiency.

Conducts customer intake to create a customer plan of action: welcoming, performing preliminary assessment, establishing a customer record (electronic and paper), completing applications and/or enrolling customers in services as appropriate, and making referrals to other community resources.

Provides case supportive services to customers and families of the customer by assessing their needs and helping them develop goals that move them towards self-sufficiency; monitors progress of customer's goals and makes adjustments as needed.

Ensures quality of service to customers and program partners, builds and maintains positive relations with program partners, on-going communication with customers and program partners, and frequent interactions to promote goals of the customers and programs.

Assists with 2-1-1 Ashtabula County service functions, including use of appropriate database(s), data input and tracking.

Performs customer outreach including off-site, in-home appointments/events.

Assists with conducting, planning, and implementation of community/neighborhood development activities.

Assists with the marketing of the CD programs; assists coordination of, or conducts, special events, meetings, workshops to represent the Agency and CD programs;

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This Agency is an equal provider of services and an equal employment opportunity employer. Civil rights Act 1964 (CRA)

Ensures timely completion, accuracy, and maintenance of all necessary paperwork, documentation, program reports, and compliance with all applicable internal and external guidelines, requirements and regulations.

Develop or create spreadsheets, reports, and other data tracking tools to enhance efficiency of the department. Provide clerical and administrative assistance for the CD programs as needed.

Participate regularly in in-services and other training events intended to provide growth, development and mandatory training evidence as related to this position.

Perform other duties as specifically related to the mission of the Community Development programs and ACCAA, as assigned by the Director.

SKILLS AND QUALIFICATIONS:

Ideal candidate will have a Bachelor's degree in social or human services, education, or a related field; possess 3-5 years of experience in the fields of social or human services, or a related field.

Experience training or performing workshops and delivering presentations to diverse audiences.

Experience assisting individuals and families of low and moderate income households, and working with programs designed to end or alleviate poverty, promote economic stability, enhance the community, and improve quality of life.

Capable of planning and organizing work, managing multiple functions, prioritizing tasks as necessary. Displays original thinking and creativity and meets challenges with resourcefulness.

Proficiently skilled in general computer use. Knowledge of, or ability to master utilization of, all necessary computer software and database programs.

Ability to assess customer needs and identify appropriate resources, referrals and options, provide support to empower the customer to attain self-sufficiency goals.

Must be able to follow both verbal and written directions and have the ability to work as a team member with direct services and support personnel and demonstrate a professional attitude.

Will sometimes be required to work evenings, weekends and holidays and respond to crises. Overnight travel may be required.

Must have available and reliable transportation. Must be able to travel to locations, inside and outside the area. Valid driver's license and automobile insurance required. Driving record must meet Agency standards.

Must agree to a review by the Ohio Bureau of Criminal Investigations, understanding that certain convictions may result in termination of employment.

All Employees are required to observe all safety policies and procedures and report all unsafe conditions, accidents, injuries and near injuries to their supervisor.

Must comply with ACCAA Drug Free Workplace policy.

Signature

Date