

Position Description

Title: Stabilizing Supports Impact Coordinator/Manager

Work Area/Department: Stabilizing Supports/Family Stabilization

Reports to: Associate Director

Exempt Status: Full-time, Non-exempt

Date Revised: 5-6-2019

- I. **Purpose:** To engage and assess individuals/families with removing barriers to self-sufficiency and personal growth and development. Act as a primary point of contact for general Agency information. Conduct intake assessments, build rapport, and utilize information from Agency visitors and callers to refer them to appropriate community resources, both internal and external. Conduct outreach, and market Central Community House (CCH) programming. Evaluate work, meet reporting outcomes, and support marketing and development efforts of Family Stabilization Department.

The ideal candidate has a License in Social Work/License in Counseling Psychology; is a multi-tasker, moving seamlessly from clinical to administrative tasks; and has effective organizational and technical skills, with the ability to improve tracking/systems and work comfortably in Microsoft Office Suites and CCH's Database (Social Solution's Apricot).

II. Essential Responsibilities

- A. Links with identified clients referred through various Central Community House (CCH) programs, including walk-ins and call-ins, and those met while conducting outreach in the community.
1. Gather and assess information about client resources, barriers, mental health and other needs.
 2. Coordinate the provision of material assistance, food bank, benefit bank services and other resources as needed.
 3. Advocate for client when faced with barriers to achieving goals.
 4. Apply for Gifts of Kindness, EFSP, Neighbor to Neighbor and other programs when appropriate.
 5. Assist and refer clients to other Agency and community resources for which they are eligible or qualify for.
 6. Complete and maintain, in a timely fashion, all required file documentation and paperwork.
- B. Coordinate care/services of client:
1. Conduct intake assessments and develop reasonable/achievable individualized care plan in concert with client/family. Coordinate care with appropriate CCH staff and/or outside organizations.
 2. Facilitate and coordinate services based upon the service plan.
 3. Maintain on-going contact with client as appropriate, providing follow up services and support.
 4. Regularly contact agencies and other community service programs for follow up with client.
 5. Track progress.
- C. Timely collect and monitor data as required by grants, funders and other contracts.
1. Complete and maintain, in a timely fashion, all required file documentation and paperwork.
 2. Maintain current and accurate documentation within database system.
 3. Submit reports as required.
 4. Write success stories and develop other material as needed for marketing, social media and impact reports.
 5. Support development efforts and requests for information/data to support proposals in a timely fashion.

III. Other Responsibilities

- A. Assist with advocacy program planning, report preparation, outreach and presentations.
- B. Attend and participate in Agency and other community meetings and events as assigned.
- C. Participate in professional development and educational activities.
- D. Maintain compliance with Central Community House guidelines, policies and procedures.
- E. Perform special projects and other tasks as assigned, including support of the Annual Children's Parade, Holiday Events/Services, Back to School Support, and Village Maker Awards.

IV. Skills, Knowledge and Abilities

- Client Focus. Views the Agency's service through the eyes of Agency clients to anticipate and meet client needs. Constantly seeks information and understanding regarding service and market trends in order to satisfy and exceed client expectations. Is motivated by client expectations. Solicits client feedback.
- Builds Relationships/Collaborates. Values and respects the concerns and feelings of others. Shows empathy, respect and appreciation for individuals and diversity. Builds and maintains an internal and external network of relationships with partners for potential collaborations and coalitions. Optimizes performance of Agency and self through shared resources and responsibilities, by facilitating collaborations with groups and by promoting team-building.
- Professionalism/Ethics. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- Mission Orientation. Understands and supports the Agency's history, mission and vision. Is committed to building upon the Agency's legacy. Communicates the mission to others. Frequently refers to the Agency's mission and incorporates it into daily activities.
- Team Player. Identifies with the Agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the Agency's agenda, mission and vision. Collaborates easily.
- Information Management. Uses technology to manage the exchange of information. Can use applicable computer hardware and software programs, such as Word and Excel. Understand the data collection process and how to retrieve and share this information. Provides timely information in user-friendly formats. Embraces productive new technologies to improve productivity.
- Results Orientation. Takes necessary action to achieve or exceed assigned goals. Is dedicated to achieving desired results without compromising the Agency's values or procedures. Conveys a sense of urgency to make things happen. Respects the need to balance short- and long-term goals. Maintains energy to proceed at pace required to produce results. Values outcomes and desired results. Manages multiple tasks.
- Works independently with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Does not regularly interact with supervisor to seek approval, clarification, or additional information after initial assignment is given. Completes assignments and responsibilities on time without being reminded.
- Effective Communication. Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.

- Cultural Competence. Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- Composure. Maintains composure and effective performance under stress and/or opposition (such as tight deadlines, unscheduled disruptions or delays, interpersonal conflict or lack of job or task clarity). Demonstrates emotions appropriate to the situation and continues performing steadily and effectively. Shows patience with others. Responds calmly to stressful or trying circumstances.

V. Work Experience and Education

- Bachelor's Degree and License in Social Work, Counseling Psychology, or equivalent
- Prior crisis assistance and/or case management experience preferred
- Must have strong relationship-building skills, high energy, high attention to detail and aptitude to work in teams and independently
- Understanding of social/emotional/economic stability and cultural diversity
- Working knowledge of Columbus social services, mental health, education, business employment and other community resources
- Program Management experience (administrative, reporting, and evaluation)
- Experience working with reporting systems and other databases is desired.
- Proficiency in using MS Word, Excel, e-mail, and Internet is required.

VI. Physical and Mental Requirements

- Satisfactory background check
- Ability to work some evenings and weekends
- Able to lift and carry objects up to 25 pounds
- Spend approximately 95% of time on the job standing, bending, lifting, sitting and walking
- Must be able to listen and communicate effectively in person and over the telephone
- Ability to multi-task and prioritize
- Perform gracefully and accurately with frequent interruptions
- Maintain composure and patience when dealing with others
- Current, valid driver's license with insurability