



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p>PROGRAM/DEPARTMENT: Community Services</p> <p>LOCATION Santa Rosa</p>	<p>CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer.</p>
<p>JOB DESCRIPTION TITLE: Community Relief Services Coordinator</p>	<p>POSITION STATUS: Regular, Full-Time FLSA STATUS: Exempt</p>
<p>SALARY: Grade 11</p>	<p>PROGRAM HOURS: Monday – Friday 8:00 A.M. – 5:00 P.M., hours will vary</p>

SUMMARY: The Community Relief Services Coordinator will oversee the effective implementation and operation of special Community Service projects across our service area, focused on relief programs in response to the Coronavirus pandemic and natural disasters including fires. This position includes both coordination and oversight of relief programs run by existing CHD divisions and direct oversight of relief programs that do not live under an existing division. This will include but not be limited to managing outreach, recruitment, participant eligibility determination, accurate completion of enrollment packets and other related paperwork, the identification of programs and opportunities and the completion of required reports.

ESSENTIAL RESPONSIBILITIES AND DUTIES: Under the supervision of the Director of Programs, the Community Services Coordinator will perform the following duties:

- A. Assess, strategize, and create or adjust activities as the Program(s) mature. Create metrics to track and show that Program(s) is/are meeting goals.
- B. Community engagement, including participating in COAD meetings and coordinating efforts between nonprofit partners.
- C. Evaluate new program opportunities, assist in funding applications, and direct or perform implementation and ongoing evaluation.
- D. Help develop long-term strategy beyond the immediate need for client(s) stabilization.
- E. Effectively coordinate Program(s) activities in accordance with contract requirements and all applicable regulations.
- F. Coordinate with other CHD programs to ensure that clients receive all available remedies.
- G. Build Program capacity by promoting training, analyzing Program(s) results and outcomes, collaborating with other relief efforts, coordinate with other community groups and agencies.
- H. Represent CHD and the Farmworker Services and Workforce Development Division with external community partners and organizations.
- I. Supervise staff in accordance with CHD’s policies and procedures.
- J. Supervise and train volunteers in accordance with CHD’s policies and procedures.

- K. Oversee and perform case manager duties including: interview participants and perform intake for case management and complete assessment of needs, continue to maintain case notes and follow up with both client and any outside agency from referral.
- L. Connect clients with the best resources available for their needs. Track and follow up with clients when new resources become available or as necessary to maintain case records.
- M. Ensure that Program activities are in accordance with contract requirements and all applicable regulations. Understand and interpret contract rules, regulations and requirements as related to program outcomes and reporting criteria. Establish goals with participants related to contract outcomes. Encourage and motivate client participation in appropriate Programs.
- N. Ensure proper documentation and participant files for services provided including eligibility forms and case management.
- O. Maintain appropriate client confidentiality with respect to services rendered and a client complaint system to both document and appropriately resolve client complaints.
- P. Assist with translation and completion of documents for participants as necessary.
- Q. Contact participants by telephone and/or in person to evaluate progress and determine follow-up action if needed; counsel participants on areas of concern and resolve problems; contact participants who fail to complete the Program to determine reasons, invite a return to the Program or provide referrals to other agencies.
- R. Prepares and submits narrative reports on caseload parameters and Program activities; enters and retrieves data on an automated computer system; maintains appropriate records utilizing computerized and manual databases; attend meetings and in-service training programs; may participate in special projects.
- S. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Ability to read and speak Spanish highly desired
- B. Ability to read, analyze, and interpret general service contracts and governmental regulations.
- C. Work and communicate effectively with a wide variety of individuals and groups in English and ideally also in Spanish.

MATHEMATICAL SKILLS:

- A) Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- B) Ability to compute rate, ratio and percent.

REASONING ABILITY:

- A) Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B) Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C) Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D) Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E) Ability to use effective judgment in crisis situations.
- F) Ability to solve problems and resolve conflicts effectively.
- G) Should be one of caring and concern for other employees and clients served.
- H) Should build lasting relationships with both, giving them confidence in your skills and ability.
- I) Ability to maintain own psychological well-being.
- J) Ability to recognize and manage personal bias.

OTHER SKILLS/ABILITIES:

- A. Program coordination and development.
- B. Effective supervisory experience.
- C. Knowledge of local community resources.
- D. Techniques for gathering information on and utilizing resources.
- E. Effective assessment techniques for participants.
- F. Knowledge of educational systems and employment opportunities for the local area.
- G. Familiar with barriers facing farmworkers and their dependents regarding education and employment.
- H. Intermediate knowledge of MS Office.
- I. Facilitate workshops and conduct public presentations.
- J. Identify implement and coordinate educational, self-enrichment, employment training, and financial resources.
- K. Follow-through on activities and responsibilities in a prompt and punctual manner.
- L. Work evenings and/or weekends when necessary.

SUPERVISORY RESPONSIBILITIES:

- A) Supervise employee(s).
- B) Responsible for the overall direction, coordination, and evaluation of these employees.
- C) Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- D) Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

WORKING CONDITIONS:

A) PHYSICAL DEMANDS:

This position requires:

Frequently: Sitting, Seeing, Hearing, Speaking, Sitting,

Occasionally: Standing, Walking, and Twisting

Seldom: Bend, Stooping, Pushing/Pulling, Carrying, and Reaching

B) WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. May have exposure to hazardous materials/conditions.

QUALIFICATIONS:

EDUCATION: Bachelor's degree preferred or similar experience

EXPERIENCE:

Two years of program management experience.

Three years of performing vocational guidance, employment counseling, case management and/or placement services.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid California driver's license.

Proof of insurance on personal vehicle.

Recent satisfactory printout from the Department of Motor Vehicles is required.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of this job as outlined above.

Employee's Signature & Date

Supervisor's Signature & Date