

JOB DESCRIPTION

Job Title: Social Services Program Coordinator

Department: Youth & Social Services

Classification: Professional, Full Time, Non-Exempt

Reports to: Director of Youth & Social Services

Supervises: Volunteers

Union/Non-Essential

Reviewed: February, 2021

SUMMARY

Under the direct supervision of the Youth & Social Services Director and administrative supervision of the First Selectman, the SS Program Coordinator provides person-centered programs and services that enhance the well-being of individuals and families in the community. The Coordinator aids people who need support to access resources and meet their basic needs.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Bachelor's degree in Social Work or a related field or an equivalent combination of education and experience
- Able to Obtain CT Public Passenger Endorsement on CT Driver's license
- Strong interpersonal skills to navigate complexity, change and day-to-day tasks
- Strong organizational skills, from a generalist perspective and detailed oriented lens
- Excellent written and oral communication skills
- A high level of resourcefulness and medical and financial assistance knowledge
- Ability to Maintain strict confidentiality
- Ability to communicate and work effectively with diverse groups and individuals
- Able to exhibit a professional manner with other employees and the public
- Competence to operate necessary software including; MS Word, Excel, and Publisher
- Able to perform the essential functions of the job with minimal supervision

PHYSICAL REQUIREMENTS WITH OR WITHOUT A REASONABLE ACCOMMODATION

- Ability to move independently throughout the local community
- Ability to sit for extended periods of time
- Ability to perform tasks commonly found in an office environment such as talking on the telephone, reading documentation both in hard copy and on computer, writing, computer data entry, filing, faxing, copying etc.
- Lift and/or move up to 50 pounds
- Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

MENTAL REQUIREMENTS WITH OR WITHOUT A REASONABLE ACCOMMODATION

- Ability to focus on and execute assigned tasks with attention to detail
- Ability to endure reasonably stressful work demands including interruption(s)
- Ability and willingness to learn new things and acquire new skills

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. In conjunction with the Admin/Program Coordinator, manage all aspects of the food bank including strategically organizing, managing stock, and distributing food
2. In conjunction with the Admin/Program Coordinator, coordinate activities of food bank volunteers including supervision, recruitment, training, recognition, and job assignments

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3. Provide intakes for the *CT Energy Assistance Program and other heating programs*
4. Administer the *Elderly and Totally Disabled Renters' Tax Relief Program*
5. Assist residents with utility and heating emergencies as well as other crises
6. Assist and advocate on behalf of residents who need help accessing benefits and/or applying for: SNAP, housing, HUSKY, Medicaid, Social Security Disability, and other programs
7. Assist in the collection and distribution of supplies for holiday and other seasonal programs
8. Administer crisis benefits from Fuel Bank and donation funds
9. Maintain current and accurate resource and referral information regarding other social services programs and organizations; refer clients as appropriate
10. Communicate with client care teams when appropriate
11. Refer individuals to appropriate treatment centers as indicated
12. Ensure that all case files and other records comply with all relevant policies, regulations, and procedures
13. Maintain financial and statistical records and prepare monthly and annual reports
14. Maintain accurate and confidential files at all times
15. Other related duties as assigned

KEY COMPETENCIES

1. Confidentiality of sensitive data and personal information
2. Communication proficiency both written and verbal
3. Strong interpersonal skills and ability to work well with the public
4. Time Management/Multi-tasking/Prioritization

WORK ENVIRONMENT

It is the policy of the Town of Colchester to provide a safe and healthy workplace for all employees. The Town of Colchester is committed to reducing and controlling the frequency and severity of work-related accidents. It is the responsibility of every employee to report all accidents, incidents and occupational illnesses, as well as any perceived hazardous conditions. While performing the duties of employment, it is the employee's responsibility to work in a safe and responsible manner. This includes following OSHA and Town of Colchester safety policies.

SCHEDULE

Full time, 35 hours per week, Monday – Friday, 8:30 am– 4:00pm, with occasional evening appointments and weekend food drives. During the season when renters rebate, energy assistance and holiday programs overlap, the Program Coordinator can work up to 40 hours, from Sept. 1 – Dec. 31.