



Community Development Services

Alissa Holdson
Executive Director

Ronald C. Loos
Board Chairperson

Samantha Dragon
Director of Senior and Community Services

POSITION: Program Services Specialist

RESPONSIBLE TO: Program Services Coordinator

EMPLOYMENT STATUS: Temporary, Full-Time

PRIMARY WORK SITE: Community Development Services

GENERAL RESPONSIBILITIES:

Under the direction of the Community Development (CD) department, assists with all CD programs including self-sufficiency programs, information and referral, conducting customer assessments, customer eligibility screening and customer outreach with focus on provision of special projects.

SPECIFIC DUTIES AND RESPONSIBILITIES:

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.

Supports customers 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.

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

Performs customer outreach including off-site appointments/events.

Conducts the activities of the 2-1-1 Ashtabula program (Information and Referral) including use of appropriate database(s).

Assists team to provide housing assistance such as: rent, mortgage, utility assistance, homeless services, emergency resources and needs, and self-sufficiency services/programs.

Communicates with other agencies regarding available resources, requirements for service, eligibility, and other vital information.

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

4200 State Road, PO Box 2610, Ashtabula, OH 44005-2610

P:(440) 997-6005

www.accaa.org

F:(440) 997-6162

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

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

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 be a high school graduate and possess 1 to 2 years of experience in the social services, human services field, or related field.

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.

Displays original thinking and creativity and meets challenges with resourcefulness.

Confidentiality in all aspects of program operation must be maintained.

Requires a courteous, patient individual with the ability to work calmly under stress, understanding the environment of change, deadlines, and interruptions.

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.

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.

At times, evening and weekend hours may be required.

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

Position requires ability to bend, climb stairs and lift up to 50 lbs.

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