



Senior & Community Services

Alissa Holdson
Executive Director

Ronald C. Loos
Board Chairperson

Katie Lamson
Director of Senior and Community Services

POSITION: Program Services Coordinator

RESPONSIBLE TO: Director of Senior & Community Services

EMPLOYMENT STATUS: Regular, Full-Time, Hourly

PRIMARY WORK SITE: Senior & Community Services Office

GENERAL RESPONSIBILITIES:

Provides day-to-day management and coordination of all Community Services (CS) programs including supervision of assigned staff, reporting functions, program compliance, internal and external communications, as well as managing and conducting customer assessments, customer eligibility screening, and customer outreach as necessary.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Advise and assist the Director with all matters affecting the administration/operations of the CS service area, providing information or materials and performing other such duties as required.
- Under the direction of the Director, researches and creates programs to increase visibility and reach of self-sufficiency programs.
- Overall day-to-day coordination and supervision of all assigned CS staff and program functions, including maintenance of calendar/schedules for all CS staff and programs.
- Ensures business continuity for CS program area, including completion of staff duties and projects, when necessary.
- Work with other management staff to ensure planning and implementation of CS programming.
- Ensure quality of service to customers and program partners; Provide support to staff to resolve customer issues/concerns including case management, customer referrals; builds and maintains positive relations with program partners, on-going communication with customers and program partners, and daily/frequent interactions to promote goals of the customers and programs.
- Responsible for timely completion, accuracy, and maintenance of all necessary paperwork, documentation, and program reports for all assigned CS 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)

- Maintains compliance with all applicable internal and external guidelines, requirements, and regulations.
- Ensure in-services and other training events intended to provide growth, development, and mandatory training are provided as related to CS staff.
- Responsible to help fulfill the marketing of the CS service area and CSBG programs; coordination of, or conducts, special events, meetings, workshops to represent the Agency and CS programs.
- Develop or create spreadsheets, reports, and other data tracking tools to enhance efficiency of the department. Provide clerical and administrative assistance for the CS programs as needed.
- Communicates with other agencies regarding available resources, requirements for service, eligibility and other vital information to ensure participant is presented with all options.
- Assist with preparation of grant applications or budget revisions, as needed.
- Assist with planning and implementation of CS programs and supportive activities at various locations.
- Participate regularly in in-service and other training events intended to provide growth, development, and mandatory training evidence as related to this position.
- When necessary, conduct customer intake establishing a customer record, completing applications, and/or enrolling customers in services as appropriate, and making referrals to other community resources.
- Perform other duties as specifically related to the mission of the CS department and ACCAA, as assigned by the Director.

SKILLS AND QUALIFICATIONS:

- Preferably candidate will have a Bachelor's degree in social or human services, education, or a related field; posses 3-5 years of experience in the fields of social or human services, or a related field, or a combination of applicable education and experience. Direct experience assisting individuals and families of low- and moderate-income households, and working with programs designed to end or alleviate poverty, enhance the community, and improve quality of life.
- Demonstrated supervisory experience and leadership.
- Capable of coordination, planning, and organizing work; prioritizing tasks as necessary and managing multiple functions.
- Requires a courteous, patient individuals with the ability to work calmly under stress, understanding the environment of change, deadlines and interruptions.
- Displays original thinking and creatively and meets challenges with resourcefulness.
- Proficiently skilled in general computer use. Knowledge of, or ability to master, 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.



Community Development Services

- 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(s).
- Must comply with ACCAA Drug Free Workplace policy.

BENEFITS:

- Healthcare coverage, 75% Employer paid all levels of coverage (Individual, +Spouse, +Children, +Family)
- Dental (partially paid by Employer)
- Basic Life Insurance paid by Employer
- Supplemental Insurance available: Short- and Long-Term Disability, Accident, Critical Illness, etc.
- PTO prorated- no waiting 2 years to get PTO!
- Paid Holidays right away
- Job Anniversary PTO - We celebrate the day you joined our team with a paid day off!
- Employer contribution to retirement plan 403b. Employee contribution with ROTH option
- EAP - Employee Assistance Program
- Employee Appreciation Initiatives
- Supportive work environment and great coworkers!

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)