

EAST RIVER FAMILY STRENGTHENING COLLABORATIVE
JOB OPENING
Community Support Specialist (p/t)

POSITION SUMMARY:

Under the direct supervision of the Program Director for the Marshall Heights Family Success Center, the **Community Support Specialist (CSC)** is responsible for providing navigation services by connecting residents with District government agencies and other community-based organizations, including collaborative services when needed. The incumbent will assist clients by providing on-sight support and programming to all walk-in residents and conducting outreach activities to promote the activities of the Success Center. The incumbent provides administrative support for the Family Success Center as assigned, which may include, compliance reporting, vendor files, maintaining calendars, answering phones, sending emails, assisting with correspondence, maintaining logs and spreadsheets, and other administrative matters. The Community Support Specialist will display a compassionate nature, be knowledgeable about underserved populations, and provide exceptional customer services to internal and external stakeholders.

DUTIES:

The Community Support Specialist (CSC) will:

- Works closely with residents to connect them to resources and supports. Referrals for services will be made within 48 hours. The MHFSC staff will close the referral once the resident's connection for services has been accepted for intake. They will periodically check with the referral organization for updates and will refer to other organizations if services are not immediately available. The staff will reach out by phone to the referral organization to determine if they are accepting referrals prior to making the referral.
- Provide ongoing support to all walk-in residents, such as food, clothing, toiletries, rental and/or utility assistance. The CSC will also identify and provide programming that supports family, youth and senior development.
- Maintains program activity and outreach records and files as required. Consults with community members and center members to discuss their needs and educate them on East River services for which they can engage to improve their quality of life.
- Assists programmatic and outreach operations with various administrative responsibilities including research, reporting, meeting coordination, calendar maintenance special event/project planning, and personnel coordination.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each principal accountability satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Education/Work Experience

Bachelor's degree in social work preferred; or two to four years of experience working in a social service setting is required; person with lived experience is a plus.

OR

Any equivalent combination of education, training, and experience demonstrates the ability to perform the essential functions of the job. Spanish speaking is highly desired.

B. Certifications/Licensure

Valid Driver's License required.

C. Computer Skills

Must be proficient in basic MS Office programs including MSWord, Excel, and Outlook. Knowledge of data entry and report generation is helpful.

D. Communication/Interpersonal skills

Excellent consumer engagement skills. Excellent written and verbal communication skills are required; Able to train, supervise and motivate personnel using collaborative skills; Courteous and responsive to the public; Able to gather assessment information through conversation, listening, and observation skills; Able to engage, build and maintain relationships with clients through strong interpersonal skills; Able to establish and maintain effective working relationships and work with others; Able to maintain professionalism at all times.

E. Work Traits

Organized, proactive, dependable, flexible, analytical; able to work independently and within a team effectively; demonstrated cultural competence and responsiveness and a sincere interest in the mission and vision of the organization. Must have demonstrated creativity and initiative in performing his/her work and while supporting others. Must be engaged and interested in the work of helping residents and program participants live a better life.

Salary: Community Engagement Specialist Part time \$27,000