



Community Services Coordinator

Summary of Position Responsibilities:

To coordinate and supervise the Community Support Services Team in the managing of services provided to our residents. Performing requirements of support grants by reporting requirements of federal and state regulatory agencies and agency policies. Recommend appropriate methods and procedures for improvement of social service practices.

Description of Supervision/Supervisory Responsibilities:

The Community Services Coordinator performs a variety of social service tasks under the supervision and guidance of the Regional Portfolio Director.

Essential Functions of Position:

- Supervises and coordinates activities of personnel engaged in carrying out office management function
- Provide youth services via Shannon Grant ensuring guidelines are met
- Perform specialized work in the accurate maintenance of records.
- Oversee and assist with the processing of monthly reports as required monthly per federal and state regulatory agencies
- Prepare monthly report for board meetings
- Ensure the accuracy and maintenance of all resident files and oversee CSS Team's accurate recording
- Supervise the case management service providers via reviewing household assessments and service plans
- Collaborates with staff to identify resources available to increase and deepen resident access to supports and services
- Review renewal grant applications prepared by resident services staff prior to submitting
- Recruit and sustain partnerships with service agencies within the community preparations.

Minimum Competencies:

- Excellent communication skills, both oral and written
- Ability to deal tactfully, courteously, and professionally with all persons, even in stressful situations
- Ability to maintain confidentiality and to exercise sound judgment and discretion

- Ability to work in high pressure situations, as necessary
- Highly organized, detail oriented, takes initiative and able to work independently
- Ability to handle multiple tasks, prioritize effectively, meet deadlines, and deliver high quality work
- Reliability and professional personal presentation essential
- Project management experience desirable
- Operates standard office equipment, including a computer/laptop/scanning
- Proficiency in typing, basic word processing, spreadsheet, and database software (such as MS Word and Excel).
- Specialized software related to functional area PHA Web experience a plus
- Maintain accurate electronic files and records system
- Work on research and complete special projects as assigned.
- Perform other duties as assigned within the job classification
- Maintain a high degree of confidentiality relative to residents' records, as mandated
- Ability to perform volume of numerical detail work with speed and accuracy

Education and Experience/Other Requirements:

- Master's Degree preferred, minimum Bachelor's Degree in relevant field (i.e., Social Services, Human Services, Psychology, Public Administration)
- 1-3 Years experience required

Physical Requirements/Work Location:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Community Services Coordinator Position:

This is an office-based job in a dynamic municipal office. While performing the duties of the Community Services Coordinator, the employee is required to: interact and communicate frequently with the residents of THA, other team members and/or third parties transacting business with the Authority; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. The employee must occasionally lift and/or move up to 10 pounds. The employee may be required to work beyond normal business hours approximately including evenings.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or requirements of the job change.

Date adopted/revised: 01/18/2024