

**Community Resource Services (CRS)
Position Description, September 2024**

Position Title: Client Services and Personal Development Coordinator

Immediate Supervisor: Executive Director

Overall Responsibilities/Core Values:

An at-will employee who, under the direction of the Executive Director, works collaboratively with staff to provide leadership in coordinating the work of the agency to ensure compliance with the mission, goals and strategies of the organization. This includes overseeing key programmatic areas with a concentration on regular direct aid to clients and specifically on coordinating the Client Personal Development Program (PDP).

Adheres to the agency's core values: Confidentiality, Empowerment, Respectfulness, Compassion, Stewardship and Responsiveness.

Specific Responsibilities:

- **Client Services:** Provide daily assistance to clients in areas such as the food pantry, the prevention of utility disconnection, emergency housing needs, emergency medical assistance, etc. Prepare reports, statistics, correspondence and other information as needed. Help to maintain updated files and compile needed information and resources. Performs other responsibilities as designated by the Executive Director.
- **Client Personal Development Program:** PDP Coordinator will take a longer-term case management approach to working with individuals to resolve barriers to self-sufficiency and achieve stability. Research and develop additional PDP opportunities for clients. Conduct follow-up with clients for action items given by Client Coordinators. Conduct follow-up surveys regarding client participation in PDP's. Prepare monthly client newsletters.

Essential Job Functions, Knowledge, Skills and Abilities:

- Bachelor's Degree with a concentration in social work or related field preferred.
- Two to three years of experience in a non-profit, social service environment preferred.
- Ability to manage daily activities with minimal direction.
- Strong computer skills.
- High level of familiarity with available personal development programs.
- Have respect for the confidential nature of information in order to assist clients.
- Creative and "out of the box" thinking and planning.
- Ability to manage multiple activities and remain flexible in job assignments.
- Outstanding written and verbal communication and interpersonal skills.
- Must project a positive attitude about CRS, both within the agency and the community.
- Good listening skills.
- Excellent organizational skills required.

Supervision Received:

Receives general supervision.

Supervision Given:

Some supervisory responsibilities as needed.

Contacts:

Extensive contact with clients and their families. Daily contact with other staff members and volunteers. Some interaction with the Board of Directors and the board's committee chairs, as needed. Contact with various groups in the community such as civic organizations, businesses, schools, churches, utility companies, and other social service agencies, requiring a highly professional approach in representing CRS and its mission.

Working Conditions:

High traffic office environment with an understanding of the pulse of the community.

Hours:

This is a part-time position with a regular week of 20 hours (Monday – Friday, 10:00am – 2:00pm) with an adjustment to work additional hours if needed. Summer hours, (Memorial Day – Labor Day) reduced to 16 hours/week (Monday – Thursday, 10:00am – 2:00pm). The CRS office is closed from Christmas Eve – New Year's Day, MLK Day, President's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the Friday after Thanksgiving.

Pay Rate: \$15.00/hour

PTO: 80 hours (accrued) after 90-day probationary period.

Please send letter of interest and resume to aalcrs@aalcrs.org.

Deadline to apply: Monday, September 30, 2024