

COMMUNITY SERVICES COORDINATOR I & II (YOUTH & FAMILY)

Job Summary:

Under general supervision, conducts outreach, identify social services, connects families to service providers, and manages the relationship with social services provider on behalf of the City. This classification focuses on services needed by At-Risk youth and their families. Provides work direction to support personnel.

The difference between the two levels within this job-series is Level II incumbents perform assigned duties with a higher degree of independence. Level I of this job series is the entry level.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions of the class. Management reserves the right to add, modify, change or rescind related duties and work assignments).

1. Identifies social services providers, and established relationships with them.
2. Conducts site visits, including home visits, and documents what occurred during the visit.
3. Maintain knowledge of pertinent departmental, state and federal policies, rules and regulations.
4. Provides crisis management for clients in resolving problems and conflicts.
5. May attends and testifies in court hearings and participates in pre-court case meetings.
6. Documents all contacts and ensures that all paperwork and documentation are accurately completed and filed.
7. Assists in the maintaining the relationship with grant providers.
8. Completes necessary case information reports and inputs updates into database.
9. Provides crisis management for clients in resolving problems and conflicts.
10. Provides in-home instruction to families and at-risk youth, strengthening parental competency by promoting family independence, by teaching family skill practice to include problem solving, anger management, conflict resolution, household management, home cleaning, and by explaining how to access community resources and support systems.
11. Communicates with, and reports issues to, protective services related to child-welfare.

12. Plans and independently coordinates various social services events throughout the City.
13. Prepares and composes a variety of written materials including reports, program summary documents, marketing brochures and other social services related materials.
14. Serves as liaison between the city and social services providers, including county, school districts, state and federal agencies.
15. Trains subordinates, delegates assignments and provides guidance and directions.
16. Monitors the quality of service provided to youth and families and makes recommendations regarding improvements in order to retain and attract clients.
17. Responds to emergency situations and takes appropriate action.
18. Coordinates virtual and in-person visits as needed.
19. Performs other related duties, as required.

Education and Experience:

Community Services Coordinator I (Youth & Family):

1. Graduation from an accredited college with a bachelor's degree or higher in Social Work, Psychology or Sociology.
2. And, two (2) years of increasingly responsible experience working with high-risk youth and their families, within social services context. Experience within a public agency is highly desirable.

Community Services Coordinator II (Youth & Family):

A minimum of one year of full-time experience as a Community Services Coordinator I (Youth & Family).

Knowledge of:

1. Principles and techniques used in planning and coordinating social services.
2. Federal, state and local laws and regulations pertaining to child welfare, social services and at-risk youth.
3. Basic public relations, diplomacy and customer service skills.
4. Conflict resolution and problem-solving techniques and methods.
5. Report writing techniques and methods.
6. Accessibility requirements.

Skill and Ability to:

1. Communicate effectively both orally and in writing.
2. Efficiently plan, schedule, and organize.
3. Assess situations and make prudent and appropriate decisions.
4. Apply conflict resolution and problem-solving skills.
5. Write effective reports and business correspondence.
6. Effectively present information and respond to questions from clients, patrons, City staff, and the public.
7. Establish and maintain a cooperative working relationship with a wide variety of people including non-profit agencies personnel, sponsors, City staff, and the public.
8. Provide effective customer service.
9. Creatively foresee, analyze, and resolve problems in a timely manner.
10. Anticipate, schedule and coordinate equipment, operations and service needs for social services purposes.
11. Function independently and as a member of a team.
12. Work within tight, frequently changing, multiple deadlines.
13. Maintain accurate correspondence and financial records.
14. Effectively use a Window-based computer system, using Microsoft Office Suite, TylerMunis, and ActiveNet.
15. Using a personal computer and applicable software applications.

License and Certificate:

1. Possession of a valid California Class C Driver License and must be insurable by the City's insurance carrier. Employees in the classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record.
2. Possession of valid Red Cross standard certificates in First Aid and CPR within the first year of employment.
3. Completion of California Mandatory Reporter training within first week of employment.

Physical Requirements and Working Conditions:

Employee accommodations for physical disabilities will be considered on a case-by-case basis.

Positions in this class normally:

1. The work is regularly performed in a fast-paced work environment with many interruptions from telephones, employees and the public.
2. Physical demands include walking, standing, kneeling, bending, reaching and lifting up to 25 pounds.

3. Responds to emergency requests related to at-risk youth and family needs.
4. Frequently responds to inquiries and complaints from clients, patrons and staff.
5. Works indoors and outdoors, at City operated facilities and private homes, through a variety of weather conditions.
6. May be required to drive City and/or personal vehicle during the course of employment.
7. May be required to work alternate schedules as assigned by management, including early mornings, evenings, holidays and weekends.