

East Missouri Action Agency, Inc.
 403 Parkway Drive, Post Office Box 308
 Park Hills, Missouri 63601
 A Community Action Agency.

REQUEST FOR / NOTICE OF JOB ANNOUNCEMENT

DATE OF REQUEST: 8/16/2021 DEPARTMENT: Community Services
 POSITION TITLE: _____ PROGRAM: Community Services

Community Services Representative

POSITION SUMMARY: This position is responsible for all activities associated with the operation of the Community Services Office in their assigned county. These activities include, but are not limited to, the timely processing of client intake, associated referrals, applications, special projects and reporting thereof. This position will also serve as the primary agency contact for community networking and resource coordination, as well as for all other agency programs.

ADVERTISE TO: Public Agency Both **STATUS:** Exempt Non-Exempt
 Banked

LOCATION: St. Francois County - Uplift Center - Farmington

GRADE LEVEL / STEP: Grade VI Step 1 AMOUNT: \$14.34 - \$16.00

CLASSIFICATION: Full-time Part-Time Temporary Emergency

DAYS AND HOURS: Monday - Thursday 7:30 - 5:00

QUALIFICATIONS: High School Diploma or GED, and four years experience in working with low-income programs, case management, or related fields, or 2 year college degree and 2 years of related experience. Valid MO Driver's License and Insurance. Good communication skills, excellent computer skills, self-motivated, work well under pressure, and able to handle multiple tasks simultaneously.

TARGET DATE FOR EMPLOYMENT: 9/1/2021

APPLICATION PERIOD DEADLINE: Until Filled

BENEFITS:

SUPERVISOR'S NAME: Nicolle Hahn

PERSON MAKING REQUEST: Nicolle Hahn

<u>Nicolle Hahn</u> Program Director's Signature	<u>8/16/21</u> Date	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
<u>Seri McCrory</u> Executive Director's Signature	<u>8/16/2021</u> Date	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Disapproved

APPLY TO:
 East Missouri Action Agency, Inc.
 Human Resource Department
 P.O. Box 308, 403 Parkway Drive
 Park Hills, MO 63601
 573-431-5191

Interviews will be held with leading candidates by appointment.

EAST MISSOURI ACTION AGENCY, INC.

"A Community Action Agency"
P.O. Box N, 107 Industrial Drive
Park Hills, MO 63601-0358
"An Equal Opportunity Employer"

POSITION DESCRIPTION

1. **JOB TITLE:** Community Services Representative
2. **GRADE LEVEL:** VI
3. **FLSA STATUS:** Non-exempt
4. **SUPERVISOR'S POSITION:** Community Services Department Head
5. **SUPERVISED POSITIONS:** Outreach Aide/Volunteers
6. **POSITION SUMMARY:**

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7. **SPECIFIC RESPONSIBILITIES:**
 - A. Family Intake: Locate, contact and/or meet with low-income families and individuals to build trusting relationships enabling them to talk comfortably about personal and family needs. Gather information necessary to determine basic program eligibility.
 - B. Family Assessment: Assist low-income families in identifying problems/basic needs and address potential solutions to those problems. Help the family set goals and provide motivational support/encouragement as they work toward solutions to family problems.
 - C. Family Referral: Identify resources within the community capable of providing assistance to the family in dealing with their individual problems. Assist the family through the process of applying for and receiving various services. (Including the continual updating and expansion of the county resource directory)
 - D. Agency/Community Contact: Establish and maintain effective working

relationships with community resources, including programs of other departments, human service agencies, organizations and individuals (to maximize referral acceptance). Mobilize other potential resources to the advantage of the low-income participants.

- E. Direct Services: Provide various services to families as developed by the Community Services Department; for example, TEFAP, donated non-food items.
- F. Emergency Assistance: Provide crisis relief to eligible families.
- G. Energy Assistance: Provides assistance to families in completing energy applications, contacts vendors on behalf of clients, determines eligibility and provides advice to clients on bill payment methods.
- H. Follow-up: Determine whether or not service was provided to the referred families. Encourage the family in looking at long term solutions to their problems.
- I. Records/Reports: Prepare and maintain thorough documentation on participant families, complete timely accurate programmatic and agency reports, travel records, personnel activity reports, etc. as required.
- J. Confidentiality: Maintain client information with the strictest confidence. Enter participant data into an automated records/reporting system.
- K. Implementation, Outcome and Results: Ensure that the implementation of strategies, annual outcomes and results are achieved for each Community Services program as outlined in the annual training.
- L. Recruitment: Recruit participants for all EMAA Programs by matching family needs with available resources.
- M. Attend meetings and training activities deemed necessary by the supervisor. Provide information to clients and general public concerning the goals and mission of East Missouri Action Agency.
- N. Serve as instructor or facilitator for the various strategies as outlined in the Community Action Plan.
- O. Work with Community Resource and Development Specialist in the planning & implementation of contracted projects, including initiating community involvement.
- P. Family Development: Provide on-going services to assist families toward the ultimate goal of self-sufficiency through the strengths model of case

management.

- Q. Oversee the Low-Income Election in their respective.
- R. Attend VITA Training annually and pass the VITA test.
- S. Help train and supervise volunteers for the assigned county office.
- T. Make home visits to homebound customers.
- U. Perform additional related duties as assigned by the Community Services Department Head. (e.g. Emergency Shelter, Food Pantry, etc.)

8. TRAINING, EXPERIENCE & SKILLS REQUIRED (QUALIFICATIONS)

- A. High School Diploma or GED and at least four years experience in working with low-income programs, case management or related fields. A two year degree or two years of college training may be substituted for two years of experience.
- B. Must begin Family Development Credentialing process within three years of employment.
- B. Knowledge of basic interviewing techniques.
- C. Possess good organizational skills.
- D. Must be able to work well under pressure.
- E. Must be self motivated, work with little or no supervision.
- F. Must be flexible and able to handle multiple tasks simultaneously.
- G. Knowledge of community/county geography, demography and resources.
- H. Familiarity with the causes and conditions of poverty in the community.
- I. Ability to communicate effectively both orally and in writing, follow instructions, and develop trusting relationships with participants and community organizations.
- J. Must be able to get along well with co-workers.
- K. Possession of a valid Missouri Driver's license, full time use of an automobile and adequate liability insurance.

