

## **North Hills Community Outreach Job Posting North Boroughs Service Coordinator**

Reports to: North Boroughs Outreach Manager

Responsible for: Daily provision of services and programs in the North Boroughs

Duties include:

- Screening callers and walk-ins for their appropriateness/eligibility for NHCO services
- Referring persons to other community resources/organizations, and follow-up to ensure that persons in hardship and crisis receive needed services for which they are eligible and advocating on behalf of clients
- Helping individuals develop plans to 1) alleviate their immediate/crisis concerns; and 2) attain long-term economic self-sufficiency
- Working with families to maintain stability using a 2Gen approach and tracking progress
- Regularly contacting and following-up with persons in need, to ensure progress toward self-sufficiency
- Serving as member of the Salvation Army field unit
- Assisting clients with LIHEAP, Dollar Energy & Department of Public Assistance applications
- Working rotating shift at North Boroughs Food Pantry
- Maintaining accurate progress notes and data entry
- Disaster relief
- Other duties as assigned

Hours: 35 to 40 hours per week  
9:00 am to 4:00 pm, Monday through Friday (office hours)  
Evenings and weekends as needed to perform assigned duties

Education: Bachelor's degree in a helping profession required, Masters of Social Work preferred

Experience: Two years of related social service experience required. Proficiency in Microsoft Office (Word, Excel, Access) and accuracy with data entry required.

Requires:

- Capable of managing multiple tasks with deadlines with ease and professionalism
- English speaking with ability to communicate clearly and concisely, verbally and in writing
- Normal range of hearing and eyesight to record, prepare and communicate information
- Eye-hand coordination and ability to operate computer keyboard, printer, copier and other office equipment
- Prolonged sitting, some bending, stooping, reaching and lifting up to 40 pounds

Interested individuals should email a cover letter and resume to:

Nancy Jones [nljones@nhco.org](mailto:nljones@nhco.org)

Position will remain open until the right candidate is identified.

This opening was posted on April 3, 2018.

North Hills Community Outreach is an equal opportunity employer.