

Job Posting—Service Coordinator

Reports to: North Boroughs Outreach Manager

Responsible for: Daily provision of Case Management program in McKees Rocks, located at the Community Resource Center of Focus On Renewal, including:

- Administering the Community Service Block Grant Case Management (funded by the Allegheny County Department of Human Services)

Duties include:

- Screening callers and walk-ins for their appropriateness/eligibility for CSBG Case Management program (a self-sufficiency program)
- Completes assessments of persons to gauge strengths and needs, assessments are used to develop service plans to 1) alleviate their immediate/crisis concerns; and 2) attain long-term economic self-sufficiency
- Regularly contacting and following-up with persons in need, to ensure progress toward self-sufficiency
- 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
- Assisting program participants with LIHEAP, Dollar Energy & Department of Public Assistance applications
- Maintaining detailed, accurate case notes and goal plans, and data entry, including CSBG-specific, web-based application
- Other duties as assigned

Hours: Full time, 40 hours per week
Monday through Friday (office hours, some flexibility to meet client needs)
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 case management experience required. Proficiency in Microsoft Office (Word, Excel) 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
- Ability to work independently, as this position is embedded within another agency

Interested individuals should email a cover letter and resume to:

Nancy Jones nljones@nhco.org

Position will remain open until the right candidate is identified.

This opening was posted on January 7, 2019

North Hills Community Outreach is an equal opportunity employer.