

TOWN OF GUADALUPE, ARIZONA



Community Action Program Specialist

DEPARTMENT:	Community Action Program (CAP)
FLSA DESIGNATION:	Hourly/Non-Exempt
CLASSIFICATION:	Full-time
SALARY RANGE:	\$15.00-22.00
REPORTS TO:	Community Action Program Director

WE ARE SEEKING A PROFESSIONAL TO JOIN OUR TEAM IN CAP

Our focus is providing exceptional customer service and bringing value to those in need of food, utility, and housing, which makes this position a great opportunity for professional growth and gaining direct, hands-on community service experience. The CAP Team is looking for someone to serve as our program specialist to assist with database input, direct client interaction, and electronic case filing.

ABOUT YOU

This job is for you if you have empathy and a passion for helping families in social and human services, where you take initiative and work to exceed customer basic needs by working with data and building productive relationships. In this role, you will actively participate as an engaged member of a team to achieve CAP goals of increasing quality of life in Guadalupe and produce client applications to support government funded housing assistance, utility contracted service, and generate quality of life and contract outcomes. The specialist is able to proactively manage her/his time and resources to ensure that duties and responsibilities with assigned caseload are completed efficiently.

POSITION DESCRIPTION

This full-time position is responsible for assistance in managing an electronic database caseload, interviewing program participants, and helping elderly and their families to access resources for utility and housing assistance that empowers and moves low-income participants to an increased quality of life and/or self-sufficiency. Client needs are related to employment, health, finances, or other challenges such as lack of housing, hunger, and threat of losing utilities. Resolution involves interviewing clients, determining eligibility, identifying program solutions, advocacy, field work for document collection, and follow-up/check-ins on clients. Duties include sharing information of clients of available resources, reviewing/scanning official documents, knowledge of government assistance programs, and coordinating services with other community partners and agencies. Like all positions in CAP, you will interact with poverty groups, other agencies, and the public. Assignments are either routine or described in detail; they are received and reviewed by the CAP Director.

ESSENTIAL FUNCTIONS AND DUTIES

- Responsible for intake, information and referral, outreach, and case management with Town of Guadalupe clients, referral of others to similar City CAP programs.
- Monitor and maintain client electronic (e) caseload, files, and general counseling.
- Perform related administrative functions and other similar duties as necessary.
- Conduct intake and interview clients to determine eligibility for assistance
- Information sharing for clients regarding resources, referring client families for services. Assist clients in receiving services, complete forms and/or applications, interpret and explain communication (email/phone), schedule appointments for intake/food services, provide or arrange for transportation.
- Provide follow-up on services, including home visits and check ins, as needed.
- Conduct outreach in the community (service target area) to identify and recruit persons in need of services offered by the department.
- Notify community of services via *Facebook* and/or social media such as Town website, flyers, and marketing materials
- Update proper documentation in client e-files and maintain confidentiality.
- Input data into *Dynamics* database for Maricopa County case documentation.
- Prepare various program reports as required.
- Coordinate activities and events that promote Town/CAP services and programs.
- Prepare funding proposals as needed; Attend meetings relative to program.
- Assist with maintaining CAP forms, materials, and supplies related to warehouse
- Maintain constructive relations with supervisor and town staff and suggest improvements for services and operations of the department.
- Other duties that may be assigned.

PERFORMANCE MEASURES

Number of case load, case filings, program expenditures per family, client satisfaction

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Bachelor's degree in social work desired or associates degree in a related field with additional specialized technology training. Certification in interviewing desired. Other combinations of experience in human services and social welfare programs and education in information systems highly desired
- **May require use of personal or Town vehicles on Town business. Individuals must be physically capable of operating vehicles safely, posses a valid Arizona driver's license and a good driving record.**

REQUIRED KNOWLEDGE:

- Knowledge of technology, database processing, document collection, scanning, principles, practices, and methods of community social services, human services, or public health.
- General knowledge of government housing and utility programs, services such as food distribution/security/hunger, and other county resources.
- Budgetary and financial knowledge beneficial, basic math for calculations.
- Electronic record keeping from first client interaction to completion as well as reporting.

- Case methods including legal terminology for electronic notes, techniques for follow-up, and the principles and practices of social work and supervision of volunteers as needed.

EXPERIENCE REQUIRED:

Three years of paid work in a recognized social service agency including two years at case worker level and a bachelor's degree preferred in the social work or related field. Any combination of education and experience which provides the technical knowledge, social/people skills and abilities required to perform the work may be considered, especially related to local government such as prior work with municipalities.

SKILLS / ABILITIES:

- Ability to read, write and speak both English and Spanish fluently. Yaqui strongly preferred.
- Ability to effectively conduct interviews and use various office equipment (scanner, shredder, copier, computer, laptop, office/cell phones).
- Ability to maintain complete and accurate case work records.
- Knowledge/interest to learn Yaqui and Hispanic cultures and language.
- Ability to establish and maintain effective relationships with clients.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REPETITIVE MOVEMENT: This position may require lifting of boxes containing food and supplies, movement of tables and chairs in preparation for activities and events, and the ability to set up and take down equipment for events and activities. Also, repetitive movement standard in office-related activities such as typing, note-taking and talking in person and via telephone.

COMMUNICATION: Requirement: Ability to effectively communicate verbally and in writing for both English and Spanish. Yaqui language skills preferred but not required.

HEARING: Able to understand simple and advanced conversations, give and receive direction, and understand the spoken word at normal levels of hearing.

VISUAL ABILITIES: Average, ordinary visual acuity necessary to prepare and inspect written documents or work products or operate machinery.

PHYSICAL STRENGTH: Active work. Ability to lift 25 lbs. frequently – requiring physical abilities to lift boxes, move furniture and set-up and disassemble equipment before and after events and activities.

WORKING CONDITIONS

- No hazardous or significantly unpleasant conditions exist.
 - Some positions will require the performance of other essential and marginal functions depending upon needed work location, assignment, or shift.
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING: Ability to show empathy, respect, common sense, and understanding to carry out assigned duties. Ability to provide sound public relations, validate, and reason with a diversity of cultures and individuals with difficult economic conditions and strong viewpoints.

LOGIC: Ability to perform electronic accounting functions, and understand advanced operations, social, and economic terminology such as federal and county eligibility

LANGUAGE: Ability to use an English & Spanish vocabulary effectively verbally and in writing to translate as needed. Yaqui language skills also preferred.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in in fair hiring and those qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors.

In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which may impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

ADVERTISEMENT LANGUAGE

COMMUNITY ACTION PROGRAM (CAP) SPECIALIST - The Town of Guadalupe, Arizona is looking for a Community Specialist to provide services to the community per the CAP Director. Position is an hourly, overtime-exempt position. Hourly requirements may exceed 40 hours per week, and overtime is possible. A minimum of 3 years experience in a recognized social work or social service agency including 2 years and a bachelor's degree in social work or related field desired. See the complete job description at www.guadalupeaz.org. Complete a Guadalupe Employment Application, include a detailed resume not to exceed 2 pages, and a cover letter of 1 page and send to: employment@guadalupeaz.org. Title email CAP Program Specialist Application **Open until filled**. The Town of Guadalupe is an Equal Opportunity Employer.

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