



DEKALB COUNTY COMMUNITY ACTION PROGRAM

COORDINATOR JOB DESCRIPTION

EMPLOYMENT CLASSIFICATION: Regular, Full-time, Exempt

REPORTS TO: Assistant Executive Director

JOB SUMMARY

This position provides the day to day support for the Community Services Block Grant work programs. This position also works closely with the Executive Director to achieve Department goals.

QUALIFICATIONS

- 1) Verbal and written communication skills
- 2) Efficient use of Microsoft Office suite, particularly Excel
- 3) Strong fiscal management, math and reporting skills
- 4) Strong organizational skills
- 5) Verbal and written communication skills
- 6) Ability to lead staff as they serve CSBG customers
- 7) Must pass national criminal background check and DCFS check.
- 8) Must have a reliable vehicle, valid driver's license, adequate vehicle insurance and a willingness to travel as necessitated by job responsibilities.
- 9) Evidence of an ability to communicate effectively (both orally and in writing) and to maintain confidentiality and abide by HIPAA.
- 10) Ability to successfully work in a demanding program with a vulnerable population
- 11) Is sensitive to and respectful of cultural differences.

ESSENTIAL FUNCTIONS

- 1) Utilize the ROMA cycle in all activities of the CSBG Process
 - a. Assessment
 - i. Census information
 - ii. Program Participant surveys
 - iii. Board member surveys (County and Administrative)
 - iv. Service Provider surveys
 - v. Identify trends, needs and gaps
 - vi. Identify needed services to address trends, needs and gaps
 - b. Planning
 - i. Use agency mission statement and assessment data to identify results and strategies



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- c. Implementation
 - i. Services and strategies produce results
 - d. Achievement of Results
 - i. Observe and report progress
 - e. Evaluation
 - f. Analyze data, compare with benchmarks
 - 2) Perform administrative tasks of the Department
 - a. Prepare and disseminate a variety of Department documents and correspondence including, but not limited to, applications for Scholarship program
 - b. Take minutes of Department meetings and correspondence
 - 3) Respect the confidential nature of the Department's information
 - a. Maintain privileged information learned on the job from others without the proper release of information
 - b. Keep all confidential materials in a manner that protects them from being revealed to others
 - c. Adhere to guidelines as a Mandated Reporter for suspected Child Abuse and for Elder Abuse when older adults are not able to report themselves.
 - d. Convey the Department's professional image
 - 4) Insure Program Participant access to the Department
 - a. Provide information about the services and expectations of the Department
 - b. When necessary, facilitate a connection between a Program Participant and a Family Support Specialist for a preliminary assessment
 - c. Provide additional referral information to Program Participants and the community at large about other services that may meet their needs
 - d. Update on-line Directory of Resources, DCCAP brochures and other informational pamphlets DCCAP creates for the web, social media, etc.
 - 5) Monitor Program Participant files for eligibility and outcomes
 - a. Review completed Program Participant applications to ensure eligibility for program participation
 - b. Review Program Participant files for evidence of tending to progress on outcomes
 - 6) Maintain accurate records of Program Participant activities and services
 - a. Record services provided and client assistance in the client tracking systems
 - b. Provide support and training for staff to insure the accuracy of the client data and data entry.
 - c. Maintain complete and accurate client files, notify case managers of missing information and/or documentation
 - d. Compile the data and generate necessary reports in a timely fashion
 - e. Provide key data to the CSBG Administrative Board
 - 7) Support achievement of the Department's mission
 - a. Assist other staff to insure they have the tools necessary to carry out the mission
 - b. Assist in the daily operational tasks of the Department and assume full responsibility in the absence of the director, including supervision of program staff.
 - c. Assist in the design of programs and/or forms as may be necessary for the smooth operations of the Department
 - d. Accept other duties that may be necessary to pursue the Department's mission

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- e. Keep abreast of emerging issues that may impact the Department and take advantage of continuing education opportunities
 - f. Alert the Executive Director of any trends that surface regarding issues or needs of clients, as indicated through client surveys.
 - g. Communicate openly about problems that could prevent accomplishment of the mission
- 8) Reflect the department's culture of respect for human dignity
 - a. Treat all others with respect and in a manner that encourages them also to be respectful
 - b. Maintain non-discrimination, in practice or appearance, on the basis of race, color, national origin, religious beliefs, sex, age, sexual orientation, or disability
 - c. Provide the highest quality of service possible for the clients and the public
 - 9) Assist program and agency in Performance Quality Improvement (PQI) by attending meetings, voicing concerns and potential solutions, and working to create effective and efficient processes along with other assigned PQI tasks.
 - 10) Work cooperatively with other program employees and agency employees as a whole to ensure the best quality service to our clients.
 - 11) Other duties as assigned

Signature

Date