



Cincinnati-Hamilton County Community Action Agency

We help make things happen

JOB DESCRIPTION

POSITION TITLE: Supportive Services Worker **FLSA STATUS:** Non-Exempt
DIVISION: Community Services **PAY GRADE:** 4
HIRING RANGE: \$10.56 - \$12.67 per hour
WORK HOURS: 8:00 a.m. – 5:00 p.m., Mon-Fri, 80 hours (bi-weekly), evenings and weekends required
LOCATION: Cincinnati-Hamilton County Community Action Agency (C-HCCAA)
1740 Langdon Farm Road, Cincinnati, Ohio 45237

POSITION SUMMARY:

Interviews, assesses, provides, and refers customers for supportive services to address self-sufficiency needs. Performs all duties in accordance with CSBG, Emergency Services, and Ohio “ROMA” funding guidelines, all applicable federal, state, and local laws and regulations and CAA policies.

ESSENTIAL JOB FUNCTIONS:

Under General Supervision:

1. Interviews clients, through office or home visits, to assess their needs and to determine their eligibility for services, and refers clients to the most appropriate programs.
2. Collects comprehensive and complete data and documentation, verifies all documentation in accordance with program guidelines, and enter into database system.
3. Approves participation based on program guidelines, or refers client to other service providers as appropriate.
4. Works with clients to outline strategies to gain the necessary resources.
5. Records and maintains all client contact information in a confidential format.
6. Collaborate with internal and external resources to address current or potential issues that impacts clients’ self-sufficiency.
7. Provide supportive and follow-up services for clients via phone calls and home visits.
8. Prepares written and electronic reports, as scheduled and in a timely manner.
9. Serve as liaison with other clients and service providers.
10. Organizes group meetings to address subject matters of concern to assist clients in achieving and maintaining self-sufficiency.
11. Performs other tasks as requested.

QUALIFICATIONS AND REQUIREMENTS:

The incumbent must have:

1. Associate degree in Social Service or a related field, from an accredited college or university, or four years family crisis case management experience.
2. Strong oral and written communication skills and strong interpersonal relations skills.
3. Experience in family crisis intervention, advocacy, and information and referral.

QUALIFICATIONS AND REQUIREMENTS (Con't)

4. Proficient computer experience in Microsoft Office Software Applications.
5. Experience working within a diverse population including low to moderate-income families.
6. Demonstrated ability to multi-task, prioritize duties and meet deadlines.
7. Ability to work with all facets of the public.
8. A valid drivers license
9. Ability to travel to and from various meeting and site locations regardless of weather conditions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS: The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job with or without reasonable accommodations.

Work environment:

Includes both a typical office environment, with minimal exposure to excessive noise or adverse environmental issues, and local travel, including exposure to heat, cold, inclement weather conditions, and occasional environmental hazards.

Physical demands:

Sitting for long periods of time at desk to perform job functions
Manipulate, handle, feel, and control items or equipment
Communicate effectively with clients and coworkers
Be able to read, write and interpret written documents
Occasionally lift and move objects weighing up to 15 pounds.

ORGANIZATIONAL STRUCTURE:

Reports to: Supportive Services/ Housing Support Manager
Manages: None

Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.