

Project Now, CAA Job Description

Job Title: Community Services Coordinator
Department: Community Services Department
Reports To: Community Services Director
FLSA Status: Exempt

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SUMMARY: Functions as Coordinator of all Community Service Programs throughout the three counties served by Project NOW Inc. CAA. Including: Energy Programs, Outreach, and Homeless Services with a primary focus on Energy Programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Coordinates Energy, Outreach and Homeless programs for a three-county area; Henry, Mercer, and Rock Island Counties.
- Provides verification and certification of eligibility for all community service programs, with primary emphasis on Energy.
- Will handle customer questions and complaints regarding the Community Services Department. Assures that hearing/appeal rights are provided to all applicants.
- May write grants for submission to various funding sources. Writes variety of other reports and documents as needed.
- Must know and understand all guidelines, regulations, and data processing procedures and assist in the training of others.
- Assist in Public Relations efforts as directed by Project NOW administration.
- Coordinate with Grant Accountant to insure fund balance. Monitors budget revenues and expenditures. Complies with reporting requirements and directives of all funding agencies and Project NOW.
- Establish and maintain working relationships with individuals and agencies to help with the implementation of programs.
- Must familiarize self with all available area resources and develop a good area working relationship with other groups and agencies in order to better coordinate services.
- Reviews and approves expenditures for Energy Programs and other Community Service Programs in the absence of Director. Interacts with Finance Department to insure accurate reporting.
- Works with staff and customers to ensure the awareness and availability of other resources needed to become self-sufficient.
- Collects, maintains, and compiles data for reports to funding sources, both programmatic and budgetary information.
- Serves as backup management for the Community Services Director.
- Ensures consistent application of policy within the department, both funding policy requirements and those of Project NOW, including Employee Handbook and Finance Policies.
- Assists with the annual CSBG needs assessment process including data collection, surveys, evaluations, and CAP plan.
- Monitors and participates in all facets of budget administration while ensuring compliance with grant directives.

SUPERVISORY RESPONSIBILITIES:

- Works closely with the Community Service Director and Community Services Supervisors in service delivery to insure meeting Agency objectives.
- Provides leadership in a team environment, including recruiting, selecting, orienting, training, coaching, counseling, disciplining, and evaluating staff.
- Works closely with Community Service Director to understand and comply with all funding guidelines including: DCEO (LIHEAP & CSBG), IDHS, HUD, and United Way.
- Actively participates in management team by attending program-planning meetings; ensuring systems are in place for implementation of program activities.
- Assists with the preparation of budgets, reviews budget proposals, and prepares necessary documentation.

- Evaluates program operations and effectiveness and makes recommendations for program improvements.
- Directly supervises non-supervisory employees. Serves as back-up for the operations and supervision of the Community Services Division staff of 25 in the absence of the Community Services Director.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to apply mathematical concepts: probability, statistics, fractions, percentages, ratios to practical situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have valid driver's license, proof of insurability and reliable vehicle.
- Must be able to operate most office equipment such as 10 key and keyboard.

EDUCATION and/or EXPERIENCE:

- Associates or Bachelor's degree highly preferred.
- Three (3) years related experience and/or training or equivalent combination of education and experience.
- Must be able to operate most office equipment such as 10 key and keyboard.
- Proficient in the use of Microsoft Windows and Office; demonstrate ability to master software required by funding sources.

PHYSICAL DEMANDS and WORK ENVIRONMENT. While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk, and listen. The employee must occasionally lift and/or move up to 25 pounds as it relates to the office environment. Noise is quiet as associated with the office environment.

Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.