

HONOLULU COMMUNITY ACTION PROGRAM, INC.
POSITION DESCRIPTION

POSITION TITLE : COMMUNITY SERVICES SPECIALIST
PROGRAM : CSBG
SALARY GRADE : 7
FLSA STATUS : Non-exempt
REPORT TO : Community Services Manager
SUPERVISES : None

INTRODUCTION

The Community Services Specialist provides case management, outreach, information, referral, and direct service to low income families and groups.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

- Provides community outreach, information and referral services to low income individuals and families to inform them of HCAP’s programs, services, and existing community resources.

- Implements the district's direct service projects, such as Employment Core Services, VITA Tax Program, LIHEAP, and Weatherization Assistance Program. Client Development, Ohana Produce Food Distribution, and other projects to assure compliance with all funding sources.
- Develops an Individual Service Plan (ISP) for each client that identifies goals, activities, strategies, timetables, and monitors client's progress towards self sufficiency.
- Provides case management services to clients.
- Provides services to inmates in Correctional facilities including, but not limited to intake, assessment, employment preparation & job development classes, support services and ongoing case management.
- Assists the Community Service Manager in achieving the goals of the district office.
- Assists low-income community groups, particularly the District Council, with problem solving methods, organizational skill development, and community planning.
- Assists with the clerical work by answering phones, typing, filing, etc.
- Attend community and partner outreach events.
- All other duties may be assigned.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

Associates Degree in human services, social work or a related field is required.

EXPERIENCE

Two years' experience providing case management, outreach, information and referral service to low-income families and groups is preferred.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Must be knowledgeable of the multi-ethnic cultures common to Oahu.
- Must be able to work flexible hours, which may include nights and weekends
- Must possess a valid driver's license, have daily access to an automobile, or have access to timely transportation for work.
- Must be able to operate personal computer using Microsoft Office Suite.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Rarely-At times-Constant		
Work Locations : in doors			X
Work Locations : outdoors		X	
Work Locations : sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc			X
Lifting/carrying - light (up to 10 lbs)			X
- medium (11 to 20 lbs)		X	
- heavy (over 20 lbs)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Bilingual/bicultural skills, preferably in Samoan, Filipino, Korean, Laotian, Marshallese, Palauan, Chuukese, Vietnamese, or Chinese.
- Knowledge of the social and community resources throughout Oahu.
- Be able to recognize and implement the appropriate communication strategy based on the client’s experience and personality.
- Ability to be an active listener.