**HONOLULU COMMUNITY ACTION PROGRAM, INC.**

**POSITION DESCRIPTION**

**POSITION TITLE : Community Services Specialist**

**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. The Community Services Specialist will also assist each client in developing and creating an Individual Service Plan (ISP) that will identify goals and steps to help each client achieve self-sufficiency.

The Community Services Specialist will implement all HCAP programs and services including but not limited to Employment Core Services (ECS), H-HEAP, VITA Tax Program, Food Distribution/Pantry, and our Weatherization (WAP) program. The Community Services Specialist will also assist with daily administrative work such as answering phones and data inputting, and strive to achieve all agency goals of the District Office.

## 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

- 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, H-HEAP Program, and Weatherization Assistance Program. Client Development, Ohana Produce Food Distribution/Pantry, 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.
- Assist all with Job Readiness Training.
- Provides case management services to all clients.
- Provides intake, assessment, employment preparation & placement, vocational/tuition assistance and support services to inmates in Correctional facilities, Work furlough programs including Women and Youth facilities.
- Complete training for OSHA, Volin Corr, Tax Certification, Civil Rights, Food Safety, and other training as needed at the District Service Center.
- Assists the District Community Services 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 and job fairs.
- 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

An associate's degree in human services, social work, business or related field is minimally required. A bachelor's degree in human services, social work, business or a related field is preferred.

## EXPERIENCE

Two (2) years of experience providing case management, community services, outreach, information, and referral services to individuals, families and groups in the community, as well as low-income and underserved populations is required.

## CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid driver's license and have daily access to an insured automobile. Mileage reimbursement available.

## REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Ability to communicate and work effectively with people of diverse social, economic, and racial backgrounds.
- Ability to plan, develop and coordinate program activities to meet organizational objectives and goals.
- Strong computer and data entry skills.
- Must be able to work flexible hours, which may include nights and weekends.

## 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 O'ahu.
- Be able to recognize and implement the appropriate communication strategy based on the client's experience and personality.
- Ability to be an active listener.

## 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** |