

COMMUNITY ACTION PROGRAM SPECIALIST III

DEFINITION:

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are **not** intended to reflect all duties performed within the job.*

Under general service, performs crisis intervention and/or case management of an advanced nature in the most difficult community and social service areas and to assist in the development and implementation of policies and procedures for Community Action service programs. Program areas include housing services, weatherization, youth delinquency prevention, victim witness, family self-sufficiency and preservation, consumer training and education, income and employment services, and emergency assistance. Performs other duties specific to Community Action and/or other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class within the Community Action Program Specialist series. Employees within this class possess a significant level of specialized, technical or functional expertise beyond that expected at the journey level. Positions at this level require highly specialized knowledge, abilities, skills and experience, and often exercise independent judgment in the performance of their duties.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Community Action Manager or senior level staff; provides leadership and exercises direct supervision of lower-level staff as assigned.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Assists in community service program development and implementation; collaborates with other supervisors, management and staff in setting goals, establishing guidelines, developing protocols and coordinating programs and staff duties.

Plans and implements special projects, community education, fund-raising events and public awareness campaigns.

Assists in coordinating community action activities with other county departments, divisions and outside agencies. Monitors and trains delegate agencies.

Organizes and leads program meetings.

Trains and serves as lead worker to subordinate staff; supervises volunteers and interns.

Plans, assigns, and reviews the work of employees performing journey level case management.

Coordinates and/or performs the completion and submittal of quarterly and annual reports to all funding agencies; monitors reports and records prepared by subordinate personnel for completeness, accuracy and compliance.

Interviews and evaluates clients' for specific program services eligibility and/ or employment opportunities, including service needs assessment and crisis intervention, to assist individuals/ families in achieving self-sufficiency.

Conducts client orientation; explains regulations, rules and policies to clients and apprises them of their rights and responsibilities for program participation.

Develops client service plans and provides complex case management services.

Provides crisis intervention.

Receives and provides inter-agency and outer-agency referrals.

Monitors case management and work site arrangements; performs case reviews.

Teaches life skills to individuals and groups on a variety of topics, including budgeting, stress management, time organization, etc. Assists clients with daily living problems and arrangements as necessary.

Prepares work/ caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Develops and/or maintains computer databases as necessary to track programs; assists with the development and implementation of the Internet website.

Monitors program expenditures; calculates client escrow accounts; maintains accurate financial records.

Receives and responds to inquiries regarding program services from clients, other agencies and the general public.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Represents the unit at meetings, conferences, workshops, etc., as appropriate.

Attends meetings, trainings, and workshops with other departments, government agencies, local organizations, and consortiums in matters regarding to program service areas.

Performs general administrative/ office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local policies, laws and regulations.

Interpersonal, problem solving, and organizational skills.

Principles and techniques of leadership, supervision, training and staff development.

Goals and purpose of community/ social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Techniques for crisis intervention and counseling.

Physical and emotional stages of human development.

Methods of case recording and report preparation.

Community social service agencies, other organizations and functions.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology, including the use of computers for data and word processing.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Interview effectively to solicit thorough, pertinent and accurate information.

Accurately gather, record, and evaluate data necessary for the implementation of appropriate services.

Identify problems and make necessary to local and regional providers of social, medical and/or other specialized services.

Identify and evaluate social service needs and complete complex case management plans.

Demonstrate sensitivity, compassion, courtesy and patience with clients.

Communicate and deal effectively with individuals and groups in stressful situations.

Cope effectively with people in crisis.

Use interpersonal, problem-solving and organizational skills.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records, and logs.

Lead and direct other staff and outside service providers.

Conduct individual and group trainings.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Organize an dtake initiative in performing job duties with minimal supervision.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years of experience performing duties comparable to those of the Community Action Program Specialist II, or five (5) years of experience providing social services, public assistance, counseling or case management.

Training:

High school diploma or GED equivalent. Associate's degree from an accredited college or university in social/ behavioral science or other related field is preferred.

LICENSE OR CERTIFICATIONS:

Possession of, or ability to obtain, a valid California driver's license. Bilingual services are highly desired.

WORKING CONDITIONS:

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; and occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; and occasional exposure to varied weather conditions.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.