



Job Description:
Services Coordinator
Administrator Trainee
for the Coalition Against Poverty in Suffolk

The Coalition Against Poverty in Suffolk, Inc. (CAPS) is a collaborative effort of churches to address poverty on two levels: level 1 - the crisis of an immediate need and level 2 - the underlying causes of these needs. Suffolk churches have partnered to create and fund a central intake center where individuals in need of crisis assistance can take their requests. The Services Administrator will initially assess the needs of individuals and link them to the appropriate resources, providing emergency bill assistance when appropriate. In addition to providing resources, the Services Administrator provides support, coaching, education, encouragement, prayer and a listening ear.

Employment Type: 25 hours/week (part-time)

Responsibilities

Intake and Assessment

- Assess all applicants for assistance on an individual basis; determine appropriate action based on the unique situations, resources, skills, abilities and needs of each specific applicant.
- Recommend immediate bill assistance when appropriate.
- Provide basic financial counseling and other recommendations based on biblical principles.

Staff and Board

- Become familiar with and competent in all areas of CAPS services; cross-train in all departments.
- Work with staff to provide emergency services within the bounds of CAPS budget; provide budget recommendations when needed.
- Work as a team with staff and volunteers to ensure quality services are provided; develop and improve processes.
- Ensure that the priorities set forth by the Executive Board are upheld (currently housing/eviction).

Connection to Community Resources

- Be familiar with and able to communicate the various resources available in the community.
- Connect applicants to relevant resources.
- Seek out additional resources that may be available to clients and keep resource list up to date for staff and volunteers.

Public Relations/Networking

- Work in conjunction with Board members and/or staff to speak to potential member organizations, partners, media and the public; enhance their understanding of CAPS' role in the community and its mission and services.
- Promote a positive public image for CAPS within the community.
- Establish and maintain relationships with other professional, civic, and private organizations to strategically enhance the CAPS mission.
- Be willing to attend regional Planning Council meetings to establish connections and voice Suffolk concerns.



Data Collection

- Assist Director in compiling monthly reports by ensuring all calls are recorded correctly in the phone log and all client assistance is recorded in HMIS database.

Training

- Participate in all training and staff meetings requested by the Director.

Reporting Lines

- The Services Coordinator(s) reports directly to and is evaluated by the Director.

Required Skills and Experience

- A minimum of 2 years' experience in human services, poverty alleviation, community development, social work, or a related field
- Experience working in multi-cultural or cross-cultural settings
- Proficiency in Microsoft Office applications (primarily Excel and Word)
- Excellent verbal communication and people skills
- Ability to work well with a team
- Excellent interpersonal skills with a desire for unity

Critical Characteristics

- Mature Christian faith, as defined by the Apostles' Creed
- Deep commitment to care for vulnerable people
- Strong relational skills; demonstrating compassion and respect for all individuals
- Excellent networker
- Self-starter with strong initiative
- Proactive, flexible, and creative problem solver
- Well organized and pays attention to detail

Please submit resume, cover letter, statement of faith, and three references to:

searchcommittee.caps@gmail.com

Deadline for applicants: November 1, 2020