



Job Description:  
**Services Administrator**  
*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, Permanent); Starting wage \$15.00/hour

### **Responsibilities**

#### Intake and Assessment

- Assess each person who requests assistance on an individual basis; determine appropriate action based on the unique situations, resources, skills, abilities and needs of each individual applicant.
- Provide immediate emergency relief when appropriate.
- Provide basic financial coaching and other recommendations based on biblical principles.

#### Staff and Board

- Work within budgetary restrictions and present budget concerns to Director.
- Work with the Night Stay Administrator to assess the needs of guests and connect them to appropriate resources.
- Work with all staff and volunteers in a team approach to develop processes that improve the overall function of CAPS.
- Work to align support with the goals and mission set forth by the Executive Board (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 with Board members and 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.



#### 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.

#### Reporting Lines

- The Services Administrator 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 Nicene 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
- Flexible

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Please send resume with references to [director@capsuffolk.org](mailto:director@capsuffolk.org)

Position will be open until filled

## STATEMENT OF FAITH



*CAPS is a Christian organization that seeks to assist with both financial and spiritual needs. Our staff offers to pray with each client and encourages them to be connected to the faith community. Our volunteers and staff need to be able to support the CAPS mission and vision by sharing a Christian faith. We have chosen to use the Nicene Creed as a standard statement of faith.*

### **The Nicene Creed**

I believe in one God, the Father Almighty, Maker of heaven and earth, and of all things visible and invisible.

And in one Lord Jesus Christ, the only begotten Son of God, begotten of the Father before all worlds; God of God, Light of Light, very God of very God; begotten, not made, being of one substance with the Father, by whom all things were made.

Who, for us men for our salvation, came down from heaven, and was incarnate by the Holy Spirit of the Virgin Mary, and was made man; and was crucified also for us under Pontius Pilate; He suffered and was buried; and the third day He rose again, according to the Scriptures; and ascended into heaven, and sits at the right hand of the Father; and He shall come again, with glory, to judge the quick and the dead; whose kingdom shall have no end.

And I believe in the Holy Ghost, the Lord and Giver of Life; who proceeds from the Father [and the Son]; who with the Father and the Son together is worshipped and glorified; who spoke by the prophets.

And I believe in one holy catholic and apostolic Church. I acknowledge one baptism for the forgiveness of sins; and I look for the resurrection of the dead, and the life of the world to come. Amen.

By signing this Statement of Faith, I am testifying that I believe in the Nicene Creed and that my personal life is a reflection of my beliefs.

Name (Printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

### **AGREEMENT & SIGNATURE**

By submitting an application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a staff member or volunteer, any false statements, omissions, or other misrepresentations made by me on an application may result in my immediate dismissal.

Name (Printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_