

CAREER OPPORTUNITY

Title: Family Stabilization Coordinator

Hours: Full-time (37.5 per week, non-exempt position)



Brief Description:

The Family Stabilization Coordinator will coordinate front door client activities for the Choice Pantry and Welcome Center. This position provides coordination for pantry intake processes, maintaining eligibility standards and program data using the Virtual Case Management (VCM) system. The Family Stabilization Coordinator will train, manage schedules, and support interns and volunteers assigned to Pantry Intake and Welcome Center duties. Provides direct support of clients seeking services through the Family Stabilization Program including support of walk-in requests for services, short-term referrals, and ongoing case management as needed. Works collaboratively with Choice Pantry and Success Services program staff towards achieving program goals.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Coordinates Pantry Intake (35%)

- Establishes client eligibility within standards set by federal guidelines and maintains accurate VCM records (Virtual Case Manager: electronic intake system).
- Prepares Guest Associate, intake workers, and other front-door team members to perform daily activities to ensure a welcoming environment for clients.
- Maintains schedule of intake and front-door volunteers and provides coverage of activities when necessary.
- Effectively utilizes de-escalation skills to respond to emergent needs of pantry clients.
- Provides short-term support to clients during pantry hours, providing referrals and/or linkage to community resources.
- Identifies and networks with community agencies and programs and maintains a schedule of community partners for pantry outreach
- Ensures accommodation and accessibility for pantry guests, including language access support and maintenance of records of authorized proxy representatives.
- Facilitates monthly client satisfaction surveys and forms of client feedback
- Effectively collaborates with the Pantry Floor Coordinator in the daily pantry operation and oversees food delivery and floor coordination in the absence of the Pantry Floor Coordinator.

II. Coordination and Support of the Welcome Center (25%)

- Maintains a schedule of Welcome Center coverage, providing direct support with staffing when needed.
- Trains and supports volunteers and interns in the Pantry and Welcome Center to complete resource and referral activities.
- Ensures documentation and tracking of Welcome Center activities.
- Problem solves with assigned volunteers and effectively de-escalates situations as needed.
- Engages with the Program Manager in expanding opportunities for Welcome Center services.

III. Case Coordination and Case Management (20%)

- Responds to walk-in and phone inquiries for services and completes phone screenings as necessary to determine appropriate community referrals.
- Provides direct client services including screening, intakes, and ongoing case management, maintaining a caseload as assigned.
- Collaborates with the Program Manager in the supervision and support of interns providing Family Stabilization services.
- When necessary, provides direct client services according to community need and funding availability such as financial assistance screenings and other specialized services.

IV. Documentation and quality assurance (15%)

- Appropriately documents, within 48 hours, case notes, client encounters, and units of service utilizing computer-based case management software.
- When required, maintains paper case files and records according to data security standards.
- Maintains records for any direct client assistance or incentives distributed to clients.
- Administers client surveys according to agency and program standards.
- Participates in record reviews and quality assurance processes to ensure case files are maintained to standards.

V. Teamwork and Professional Growth (5%)

- Actively participates in team processes during meetings and informal processes or projects provided.
- Brings issues for discussion to team or appropriate team member.
- Assures own professional development by attending assigned trainings, and other development activities
- Demonstrates an attitude and approach of a “team player”
- Completes projects and tasks as assigned and shows initiative with volunteering for and encouraging special assignments.

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Associate’s degree in social service-related field, or comparable educational attainment; bachelor’s degree in social work or related field preferred
- Experience leading, training, or supervising staff or volunteers
- Ability to work with diverse populations, including cultural and language diversity among clients
- Demonstrated skills in client engagement including building rapport, motivational interviewing, case management intervention, and de-escalation
- Experience with electronic record databases and timely and thorough data entry.
- Knowledge of community resources and ability to make effective and empowering referrals.
- Ability to network with other people or agencies to support client needs/goals.
- Ability to work independently as well as participate as member of a department team and engage in cooperation across agency services.
- Effective oral and written communication.
- Ability to collect client data and assist with program evaluation activities.
- Valid Ohio driver’s license, access to dependable transportation

All interested candidates should send a resume with salary requirement to: Human Resources Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402 Or e-mail to jobs@cssmv.org or fax to 222-6750