

NEW RIVER COMMUNITY ACTION, INC.
Emergency Assistance Program

Substitute Community Service Worker
Job Description

General Description

Under the direct supervision of the Community Services Worker, the Substitute Community Service Worker provides delivery of Emergency Assistance, Food Pantry, seasonal programs, and support for agency services.

Duties and Responsibilities

1. Interviews applicants to determine their needs and eligibility for services through the Emergency Assistance Program, Food Pantry, and other programs as available. Treats all families and individuals courteously and with dignity and respect. Observes and follows established intake, and application procedures.
2. Provides service assistance for emergency needs, makes referrals to appropriate NRCA programs, other agencies and organizations. Assists participants to obtain services and follows up with participants as needed.
3. Maintains familiarity with and follows guidelines of funding sources and approved Emergency Assistance Policy and Procedures
4. Maintains positive relationships with local agencies. Works cooperatively with other agencies/ community groups to ensure service coordination.
5. Enters client data into database at the point of intake. Updates information regarding each family and individual as changes occur.
6. Responsible for maintaining and distributing food, and household products as available.
7. Maintains accurate files and records on participants and services provided, and follows record retention policy. Ensures confidentiality of client records and information
8. Responsible for alerting supervisor of day-to-day office concerns including space and equipment needs.
9. Professionally represents NRCA in the community.
10. Performs basic office tasks that include filing, typing, collating, copying, and telephone answering. Keeps files up to date, including shredding files older than 5 years. Uses computer for word processing and client database.
11. Works within required state and federal guidelines; follows agency policies/procedures in all areas.
12. Participates fully in staff meetings and training experiences as deemed necessary by supervisor.
13. Personally reports to Department of Social Services all suspected child, aged or incapacitated adult abuse and neglect as required by law and document accordingly. Informs supervisor of all reports to Department of Social Services.
14. Performs all other duties that advance the philosophy and goals of NRCA as deemed necessary by the supervisor.

Knowledge, skills and abilities

Must maintain regular attendance and perform job duties and responsibilities in a satisfactory manner.

Excellent communication skills required.

Capacity to problem solve, handle crises, and work with people of various ages and cultures from low-income backgrounds.

Willingness and ability to utilize computer in managing client data to meet essential job requirements.

Approach to working with families that is empathic, nonjudgmental, respectful, and professional.

Ability to occasionally lift boxes of food, supplies, etc. of various weights required.

Prior to employment, the applicant must sign authorizations for NRCA to perform DMV and Criminal Record Checks to demonstrate that a satisfactory driving record and no pending or found charges or convictions related to abuse, neglect, and/or exploitation of children or adults (or other felony or misdemeanor charges which would conflict with the mission and philosophy of the agency).

If driving on the job, must possess valid driver's license and safe driving record if driving on the job. Must have vehicle with valid inspection and insurance meeting minimum state requirements available for transporting individuals and families within the New River Valley, and in pre-approved cases outside the New River Valley. Mileage reimbursed by NRCA.

Education and Experience

High school diploma or GED required. Prior human service experience desired.

Although education and prior human service experience are highly desirable, the most important qualifications for this job are commitment to resolving problems of poverty and the willingness to work with agency participants in a positive, caring manner. The ability to work independently without supervision is also required.

Pay Scale:

Wage, non-exempt position. This position is a temporary part time position, on call as needed.

This position is classified as grade 16 on NRCA pay scale table currently in force.

Signature Acknowledgement of Receipt:

Employee	Date	Supervisor	Date
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Return signed page to Human Resources Manager.