

Town of Boxborough, MA

POSITION: Community Services Coordinator

DEPARTMENT: Human Services/
Community Services

FLSA STATUS: Exempt

REPORTS TO: Human Services Director

GENERAL SUMMARY:

Professional and administrative work associated with facilitating access to social services for all age groups with widely varying economic means, needs and social makeup within the Boxborough community. The Boxborough Community Services Coordinator (CSC) monitors the social service needs of residents in the areas of housing, income, and mental health. The CSC addresses problems by referral as necessary, collaborating with the Council on Aging (COA), the police and fire departments, and various state and local agencies. Work includes assessing individual needs and referring clients to the appropriate resources for assistance; preparing reports and correspondence; responding to inquiries, requests, and complaints; and maintaining and updating files and records.

SUPERVISION SCOPE

Works autonomously, periodically checking-in with key constituents such as the Board of Health, the Council on Aging, the Well Being Committee and the Boxborough Housing Board.

SUPERVISION RECEIVED

Works under the direct supervision of the Human Services Director with occasional guidance from the Board of Health. Work is executed within the policies established by the Select Board.

SUPERVISION EXERCISED

Provides direction and guidance to department assistant, as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Support for At-Risk Town Residents

The CSC assists at-risk residents in accessing resources from local and state programs by assessing need and working with residents in application processes. The CSC will become familiar with assistance programs such as A Friend in Need, the Acton-Boxborough United-Way, and Neighbor Brigade, as well as state programs including SMOC and Fuel Assistance Program. The CSC will take opportunities to connect with community members so as to be a resource to those in need. In addition, to support seniors the CSC will collaborate with and support as necessary the Council on Aging Director and police department Elderly Affairs Officer in the referral of seniors to outside resources. Maintains department related confidential information, as well as confidential information regarding population served. This includes information covered by the Health Insurance Portability and Accountability Act (HIPAA).

Management of the Boxborough Rental Assistance Program

In collaboration with the Boxborough Housing Board (BHB), the CSC administers the Boxborough Rental Assistance Program (BRAP) through its annual cycle of Community Preservation Act funding. The CSC assists with BRAP applications, the introduction of new participants, and the maintenance of current participants. Ensures that the BHB is aware of any substantive programmatic issues that must be addressed and refers applicants and participants to social services providers in the area as necessary while ensuring confidentiality in all matters.

Communication

The CSC serves as an important element in monitoring trends affecting Boxborough residents both positively and negatively. While preserving confidentiality, the coordinator can help town administration keep abreast of community needs. To this end, the CSC will maintain appropriate records for the generic assessment (maintaining confidentiality) of needs in the town.

Grant Applications

Keeps abreast of grant opportunities. Applies for grants or coordinates application efforts, as appropriate.

OTHER DUTIES AND RESPONSIBILITIES

- Identifies psychosocial, economic, and physical needs of clients; assesses support systems, available community resources, and other factors to implement appropriate referrals.
- Explains agency and program rules, regulations, and procedures; assists clients in completing required forms and in gathering necessary documentation.
- Confers with other regional service providers including the Council on Aging, Veterans Agent, School, EMT, Fire and Police Departments, regarding cases and scheduling and coordination of activities.
- Regularly provides information regarding BRAP status, problems, and improvements to the Boxborough Housing Board (BHB).
- Reviews application materials and other BRAP documents for clarity and accuracy. Helps BRAPs applicants complete the application and prescreens the application materials for completeness. Coordinates with an outside agency's determination of income.
- Assists in the annual BRAP funding cycle by providing program status and accomplishments. Reviews applications for funding.
- Develops an information and referral network with various agencies, corresponds with representatives to obtain information and assistance or to refer clients for services.
- Arranges for the transportation of clients to appointments with various agencies and acts as an advocate for the client.
- Provides follow up services to ensure that the client's needs are being met, ensuring for the adequacy of assistance.
- Attends seminars and conferences related to services to remain abreast of current information in the field.
- May support other Boards and Committees including the Board of Health, and the Well-Being Committee in developing and implementing programs/activities promoting health and wellness.
- Oversees the collection of articles for the Boxborough Bee. Maintains a presence on social media.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience

Training equivalent to a degree or a certificate in Social Work or a closely related field and/or three years of relevant experience in a social-service agency, health-care facility or any equivalent combination of education and experience.

REQUIRED LICENSING AND CERTIFICATION

None.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

The position requires the employee to exercise confidentiality, courtesy, tact, and empathy in dealing with a diverse population.

Knowledge:

- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.
- Current information pertaining to the symptoms, control, treatment, and effects of substance abuse, mental illness and family dynamics in families dealing with chronic illness.
- Public and private social services providers within the community and community resources and programs available to clients with identified needs.
- Collaborative case planning.
- Proficiency in Microsoft Office Suite applications.
- Record keeping principles and practices; correct business English, including spelling, grammar, and punctuation.
- Programs and eligibility requirements for the Social Security Administration, Veterans Administration, State Medicaid, County Social Service and Food Stamps, and other relevant programs.
- Federal, state, and local laws, regulations, policies, programs, and department operations.

Ability:

- Analyze, interpret, apply, and explain applicable complex laws, codes, regulations, and procedures.
- Assess cases appropriately and utilize the most appropriate community resources to provide effective client services.
- Prepare clear and concise reports, correspondence, and other written materials
- Operate a computer and software applicable to the position, including word processing and spread sheet applications in an accurate manner.
- Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities, and meet critical deadlines.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Establish and maintain harmonious working relationships with others, work effectively with all age groups
- Organize care-giving support groups.

Skills:

- Exemplary communication skills, both written and spoken, as well as excellent interpersonal skills.
- Organizing and prioritizing work and scheduling clients.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Establish and maintain harmonious working relationships with others, work effectively with all age groups

TOOLS AND EQUIPMENT USED

Microsoft Office Suite/Google Workspace, social media applications, online scheduling software, and other computer software as needed to perform the tasks above. Other general office equipment.

PHYSICAL REQUIREMENTS

Employee is required to sit, talk, or listen/hear, use hands, and reach with hands and arms, stand, walk, climb, balance, and taste or smell some of the time. The employee seldom lifts up to ten pounds. The position has normal vision requirements.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is primarily performed in a fixed daytime interior office setting occasionally under pressure of time constraints to meet necessary deadlines. This is a multi-tasking environment with frequent interruptions to respond to requests for services from town employees; which requires the ability to function cognitively at a high level and sometimes under stress.

Occasional night meeting attendance is required. Occasional travel to offsite and exterior locations may be required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position, unless such accommodations would pose an undue hardship on the Town.

This Job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Recommended: July 13, 2022

Revised: January 9, 2024

Approved (Name): Personnel Board

Approved (Date): February 13, 2024