

## **Coordinator I Position Description**

The mission of Garrett County Community Action Committee, Inc. (C.A.C) is to improve the quality of life for Garrett County residents. It does this by:

- Empowering people in need to become economically self-sufficient through coordinated, essential services
- Improving the capacity of and partnering with community institutions and leaders
- Providing development expertise and support for economic development

All staff in the agency regardless of specific position are expected and encouraged to work to achieve this mission by being a good ambassador, speaking about services and objectives, and making suggestions for improvements.

### **Roles and Responsibilities**

Coordinators coordinate access to services. They generally have some knowledge of a particular content area but are not experts in that area. Instead they know where to find information and have experience assessing needs and developing plans to meet those needs. They are outwardly oriented seeking to connect clients to services and sharing information about their 'general area' with other coordinators in the agency. They draw on the deep knowledge of content specialist in order to ensure that services are being provided to families in ways that help them achieve economic self-sufficiency or for seniors that they remain independent as long as possible. Coordinators at level I have responsibility for overseeing the general movement of clients to different programs and services; they work with others to assign case loads and help to monitor and provide support to coordinators at level II. They also have their own case load that usually includes families or individuals with deeper more expansive needs. At times they will be verifying information and enrolling clients in programs. In general, they are not responsible for preliminary intake, although they may help with this. Coordinator I's are to coordinate services in the areas of Family Mentoring , Parent Engagement, Staff Training, Senior Support, and Senior Recreation- Education- Socialization, Crisis and Follow-up.

Specific responsibilities:

- Able to broadly assess family needs
- Coordinate client access to assigned programs
- Create realistic plans with clients and help clients maintain movement and adjustments to their plans
- Provide overall case management and/or assign case management responsibility to coordinator II staff in collaboration with their direct supervisor
- Work with assigned families to create a team of coordinators and content specialist from throughout the agency that can provide a holistic set of services to help the family achieve economic self-sufficiency
- Responsible for ensuring clients receiving services from their assigned programs are improving in that dimension
- Limited staff management (no more than 3)
- Enters data about clients into client tracking system
- Coordinating with content specialists to ensure appropriate services are provided
- Will serve on family centered 'teams' organized by other coordinators
- Understand the range of services and programs available both within the agency and through partners particularly in the needs areas that are assigned specifically to that position

### **Supervision**

Directly supervised by either content manager, division director or department director

May provide direct supervision to 1 to 3 staff including all personnel responsibilities for those staff

### **Specific Content Knowledge/Certifications/Education or Experience Requirements**

- Bachelors degree preferred, high school diploma required (AA required?)
- Requires knowledge of local resources
- Experience assessing needs and helping individuals

- Knowledge of (or willingness to learn) theories and practices for motivating change
- Ability to manage multiple and sometimes contradictory goals
- Enjoys helping others to make changes and improve their lives without creating dependency (able to separate their own success from that of the families)
- Commitment to appropriately supporting families/individuals as they seek to improve their lives
- Willingness to reach out and engage others
- Ability to create realistic plans with families and identify concrete, specific next steps for families to take
- Able to build rapport with wide range and diversity of people
- Computer literate

<b>Employee Signature:</b>	<b>Date:</b>
----------------------------	--------------