

TOWN OF YARMOUTH, MAINE
Parks, Recreation & Community Services
HUMAN SERVICES COORDINATOR

Job Description

NATURE OF WORK

The Human Services Coordinator's work involves various social services needs under the YCS department. This part-time position coordinates and implements the Town of Yarmouth's General Assistance Program and other social services, as assigned.

Work requires a familiarity with local, state, and federal policies of the General Assistance Program, social services and community programs. The employee frequently has considerable independence of action in the disposition of routine matters and in receiving complaints, delivering information, and other public relations.

This position serves clients and residents as identified through the individuals' and families' needs as well as any social services assigned. They will assist families in navigating and accessing any available Federal, State, and Municipal resources.

The Human Services Coordinator will act as a liaison between YCS and residents in need including but not limited to older adults and families, those seeking Asylum, the unsheltered, and those living in Yarmouth hotels, or other low-income situations.

All work is accomplished in accordance with Federal, State, Town and Department policies and procedures. Partnerships with agencies and organizations include but are not limited to: Southern Maine Agency on Aging, Yarmouth Community Food Pantry, Yarmouth Cares About Neighbors, Yarmouth School Department, Yarmouth Community Center, Yarmouth Compassionate Housing Initiative, and Yarmouth Senior Housing.

Work is often performed independently, however under the general supervision of the Yarmouth Community Services Director and/or Town Manager. General working hours are Monday through Friday, 8:30am-4:30pm. However, this position must be flexible to accommodate the needs of the organization and may require some evenings and weekend hours on occasion.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Acts as the liaison for YCS and a link to resources for Yarmouth residents in need.

Implements Yarmouth General Assistance Program including emergency determinations, during and outside of regular work hours.

Educates residents on the use of food resources, local food pantries, General Assistance vouchers, WIC, TANF, and other eligible resources.

Develops and provides guidance on resident-based social service programs and resources. These include but are not limited to: food pantries and resources, General Assistance vouchers, WIC, TANF, transportation options, safe cooking tools and mechanisms, medical care options, scheduling appointments, coordinating donations, public volunteer capacities, and other eligible resources.

Coordinates support services with Southern Maine Agency on Aging (SMAA), Yarmouth Community Food Pantry, Yarmouth Cares About Neighbors (YCAN), Yarmouth School Department, Yarmouth Community Center (YCC), Yarmouth Compassionate Housing Initiative, and Yarmouth Senior Housing, and other client resources.

Interprets and applies policies, ordinances, rules, and regulations.

Maintains accurate spreadsheets, statistics, records and correspondence for clients, participants, and government entities.

Attends and represents the Town at Federal, State, and local social and human service agencies, organizations, professional development opportunities, and trainings.

Performs and completes work under assigned timelines.

Performs other duties and responsibilities as required or assigned.

OTHER DUTIES AND RESPONSIBILITIES

Assists or leads in developing or delivering assistance for older adults and persons with disabilities or special needs to thrive and have meaningful community engagement.

Leads or assists in developing relations, capacities, and programs by Town government or other non-profits, community organizations, businesses, or individuals to identify and respond to the social service needs of Yarmouth residents related to shelter, food security, medical care, health concerns, community inclusion, and other needs.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from an accredited high school; and
- (B) Degree in social work, or related field, e.g.-human services, psychology, health or education; or
- (C) Three years of progressively responsible social services experience in a related field.

Necessary Knowledge, Skills and Abilities:

- (A) A positive attitude;
- (B) Experience and functional knowledge of Word, Excel, Google/Google Docs, Outlook, email platforms, and the ability to learn moderately complex software programs;
- (C) Ability to prioritize daily workload and multi-task;
- (D) Experience working with people of all ages, diverse cultures, and socio-economic backgrounds;
- (E) Skill in operation of listed tools and equipment;
- (F) Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, participants, instructors, community leaders, clients, and the general public;
- (G) Ability to establish boundaries and set limits with a diverse population;
- (H) Ability to communicate effectively orally and in writing, and possibly work alongside clients' interpreters, social service personnel, or other case workers;
- (I) Ability to understand, apply, and explain program screening criteria;
- (J) Ability to confidentially, calmly and courteously assist residents in crisis situations;
- (K) Ability to utilize good judgment in evaluating immediate needs of prospective clients;
- (L) Ability and initiative to use resourcefulness and tact in meeting new problems;
- (M) Ability to speak French, Portuguese, or Lingala in addition to being able to speak, read, and write in English, desired;
- (N) Ability to gain a strong understanding of local resources and the immigration system;
- (O) A valid drivers license and current insurance required.

TOOLS AND EQUIPMENT USED

Vehicle, personal computer, laptop, printers, calculator, postage machine, copy and fax machines, telephone, mobile or portable radio.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must be able to communicate clearly by telephone and in person.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

The noise level in the work environment is usually minimal while in the office.

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.

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

The Town of Yarmouth and Yarmouth Community Services is an EOE.

Effective Date: August 1, 2022.