

## COMMUNITY RESOURCES LIAISON

**SUMMARY:** Under limited supervision, provide social services information and referrals to clients of the Vickers House to include determining eligibility for services; schedule and coordinate those services. Acts as a liaison for clients in referring to other agencies; assists with invoices, payroll, as well as marketing, including website, brochures, flyers, etc, and perform other duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** (which are **not** in any hierarchical order)

1. Maintains, tracks and processes invoices and budgetary expenditures; processes payroll.
2. Interview clients to assess needs and determine eligibility for services for all programs and services.
3. Interviews clients for eligibility for Homeward Bound Program, handles warrant checks, and contacts families.
4. Manage client cases to include tracking intake forms and assisting clients with completing public assistance forms via on-line applications.
5. Create brochures, pamphlets, and newsletters for programs and activities; all marketing activities.
6. Greets public, answers incoming calls and direct to appropriate staff or public agency; prepares case information for director.
7. Maintains inventories and orders office supplies and materials
8. Manages volunteer hours, donations tracking, and community services records.
9. Schedule classes for programs, register students, and track attendance records
10. Prepare reports for statistical information.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be comfortable working with clients in distress and crisis.
- Knowledge of community social service programs and providers.
- Knowledge of public relations/customer service principles, practices and techniques.
- Knowledge of a variety of computer software, including word-processing, spreadsheets, presentation applications.
- Skills in working with Excel spreadsheets.
- Knowledge of the City's and departmental policies and procedures
- Skills in analyzing written and verbal information.
- Skill in preparing statistical reports.
- Skill in translation of documents orally and written.
- Skill in utilizing appropriate interpersonal skills when interacting with diverse communities and confrontational individuals.
- Skill in prioritizing and handling multi tasks/assignments simultaneously.
- Ability to establish and maintain effective working relationships with clients, associates, and other community agencies.
- Ability to respond promptly to emergency situations.
- Ability to exhibit empathy and concern for the problems and needs of clients.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves light work generally in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 50 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

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**MINIMUM QUALIFICATIONS:** High School diploma or GED and three (3) years related working experience in social services, or any equivalent combination of training and experience. Associate's degree from an accredited college or university with a major in Business Administration or related field, highly desirable. Professional or volunteer experience in a non-profit setting or social service setting, highly desirable.

A valid Florida driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.