

COMMUNITY RESOURCES SPECIALIST

SUMMARY:

Under limited supervision, acts as caseworker for each individual who participates in programs at the Vickers House, analyzes the problem/situation presented by the individual, works with the manager to develop and implements an effective intervention plan; may 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. Performs case management services through referral to social, educational, mental health and medical agencies. Follows up referrals to insure service delivery and monitors client's progress.
2. Works with the homeless, mentally ill, and indigent population, and people under extreme stress.
3. Coordinates with schools, social agencies, and other professionals in order to obtain client-needed services.
4. Counsels troubled individuals enabling them to change their behaviors/self-image to meet legitimate personal and social goals.
5. Prepares reports for partnering agencies such as School District, Legal Aid, Adult Protective Services, and other agencies.
6. Coordinates with funders for tracking purposes of all grants and donations, and maintains all client files while documenting progress made.
7. Coordinates program procedures for participation in any Vickers House sponsored programs such as the Homeward Bound Program, Elderly House and Yard Repair Programs, Elders on the Edge, Community Service and volunteer/intern programs.
8. May perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of social services programs system both county and statewide.
- Knowledge of both Federal and State Public Benefits Programs.
- Knowledge of education, legal, health care, and immigration procedures and processes for service.
- Knowledge of social services provider systems and eligibility requirements.
- Skills in working with computerized systems and programs.
- Skills in conducting research and preparing statistical reports.
- Ability to quickly and accurately implement solutions to youth and family problems.
- Ability to communicate effectively both written and oral.
- Ability to work with diverse population.
- Ability to exhibit empathy and concern for the problems and needs of the clients.
- Ability to establish and maintain effective working relationships with clients, associates, and other community agencies.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light work in an office setting. There is frequent need to sit, talk, and/or hear, 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.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in Psychology, Behavioral Science, or related field and one (1) year experience in counseling, social service or related field, or any equivalent combination of training and experience. A valid Florida driver's license is required.