

COMMUNITY RESOURCE SPECIALIST

NATURE OF WORK

This is advanced human service work providing program services to specified target groups.

Work involves responsibility for case management including assessment, planning, advocacy and follow-up; coordinating, managing and evaluating assigned program services; networking with community agencies and developing outreach contact on behalf of and in support of clients. Work also involves participating in departmental task forces, staff meetings, community groups, meetings with business representatives and/or advisory councils. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

EXAMPLES OF WORK PERFORMED

Determines participant eligibility for enrollment in Federal WIOA services to include reviewing and analyzing income and employment information; administering a variety of assessment tools and evaluating the results; interviewing applicants and evaluating employment, social, economic and educational goals; assisting in the operation of classroom training and work experience components of the job training program; reaches out to employers to facilitate work-based training opportunities such as internships, apprenticeships, work experience and on-the-job training contracts.

Builds and maintains relationships with community partners, schools, youth and their families; performs administrative duties in order to track and document youth progress; develops and maintains a working knowledge of local gang activity to effectively work in coordination with the Lincoln Police Department gang unit.

Provides information and referral, occupational counseling, short-term case work and case management services which may include client assessment, planning, advocacy and follow-up; arranges client-confirmed services; participates directly in program activities/services, as needed; monitors and documents client needs, progress and success; identifies and maintains contact with community service providers to inform clients of benefits, programs and services.

Coordinates, manages and evaluates assigned program service or area of service; monitors funding source and completes work plans and/or budgetary reports, as required; participates in developing and revising program policies and procedures, marketing plans and long-term planning strategies and work-based learning strategies.

Compiles statistics and maintains records on client program participation; maintains confidential client records and case files.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions, programs and services provided by various community agencies as they pertain to the delivery of specified services to target group members.

Knowledge of the principles, practices and techniques of case management and delivering programmatic services to target group members.

Some knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of the specified target group to which assigned.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to assess, discuss and document a client's physical and mental abilities, financial, social and environmental needs, and to jointly formulate an effective action plan.

Ability to establish and maintain effective working relationships with co-workers, clients in adverse circumstances, businesses, community agencies, service providers and the general public.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidential client records.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in psychology, sociology, human services or related field plus experience providing program services or case management related to the position and program to which assigned.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by college-level coursework in human or behavioral sciences, or other specialized training with some experience in a capacity related to the position and program to which assigned; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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