



NEIGHBORHOOD HOUSE, INC.

JOB DESCRIPTION

JOB TITLE: Essential (Social) Services
Coordinator

REPORTS TO: Director, Operations & Quality
Assurance

COST CENTER: Operations & Quality
Assurance

EXEMPT STATUS: YES NO **POSITION STATUS:** FT PT IC*

*IC Irregular or casual; non-regularly scheduled staff

Company Conformance Statements

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers, and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Summary & Purpose

The Neighborhood House is a non-profit agency committed to helping individuals and families to live in the community with dignity and enhanced opportunities through the provision of housing and support services. The Essential Services Coordinator is responsible for coordinating activities for both senior services and the NEST programs.

The Seniors Program is designed to reduce isolation of seniors by providing them an opportunity to participate in various activities such as informational sessions that address personal issues/concerns.

The NEST Program is a community-based educational and incentive program developed and implemented for the purpose of reducing infant mortality and preventing premature births. NEST is intricately tied into the NHI Infant Mortality Reduction Program. The NEST Program is the support base for the pregnant moms and mothers/caregivers with children under the age of 2 years. NEST is designed to ensure that pregnant mothers get linked to services that promote having a healthy baby with health education sessions with both mothers and fathers. Our Community Connector – a trained community health worker, will interface with the NEST program to supplement linkages, accompany mothers to pre-natal visits, and look for signs of stress that can be reduced and/or eliminated.

Responsibilities/Duties/Functions/Tasks (Essential Job Functions)

The Seniors Program

- Establishes relationships with individual residents, their families and neighborhood groups
- Provides general case management (including intake) and referral services to all residents needing such assistance.



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- Serves as liaison with appropriate social and health agencies and service providers in the community
- Provides resident population with current information on services, benefit programs and other resources.
- Refers and links the residents of the project and surrounding neighborhood to local service providers, such as, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, preventive health screening/wellness, and legal advocacy.
- Monitors the ongoing provision of services from community agencies and keeps the case management and provider agency current with the progress of the individual, as applicable.
- Manages the provision of supportive services where applicable.
- Plans monthly calendar of social outings, monthly birthday potluck, and the senior companion Program.
- Helps the residents build informal support networks with other residents, family and friends.
- May set up volunteer support programs with service organizations in the community.
- May coordinate training for project residents in the obligation of tenancy.
- May educate other staff on the team about issues related to aging in place and service coordination, to help them to better work with and assist the residents.
- Works cooperatively with Outreach Administrator and Program Development Director in an advisory or facilitative capacity to address needs of seniors, mothers, and fathers.
- Maintains accurate records and files in the most confidential manner.
- Completes semi-annual performance reports as mandated by regulatory agency.
- Perform other duties as assigned

The NEST Program

The NEST Program, in an effort to promote the NHI Infant Mortality Reduction Program, offers home visits to families with a new infant safe sleep practices; education on maternal and infant health issues; conducts home environmental assessments and makes referrals for health and social service supports. NHI serves families in the Franklin County Public Health Office neighborhoods. NEST is an integral part of NHI's community intervention program and is supported by the Columbus Health Department, Ohio Health, United Health Care, and the City of Columbus. Essential Services Coordinator will

- Provide health and nutrition education for expectant women and moms with children under the age of 2 years
- Coordinates annual community baby shower
- Organize community events with emphasis on resident education relating to issues and strategies toward self-efficacy
- Client advocacy – referral assistance for utility, housing, employment needs

The Food Pantry and Fresh Food Program

Responsibilities are but not limited to:

- Development and implementation of a *Food Choice Pantry* model that incorporates both daily appointments with clients as well as fresh food distributions.
- Interview of clients for food assistance, clothing assistance, utility assistance or any other assistance as needed (regular or seasonal) and input of client information into computer data system (when applicable)
- Coordinate volunteers assigned to the Food Pantry
- Assist individuals making gift-in-kind donations
- Assist in upkeep and maintenance of physical site
- Coordinate ordering of, delivery of and stocking of Food Pantry,
- Coordinate food pantry inventory and how it is displayed and stored per ServSafe requirements



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- Collaborate with the Program Director and Outreach Administrator in the provision of educational opportunities around nutrition and wellness in addition to food tastings.
- Other projects will be assigned by the program and outreach administrators.

Minimum Qualifications

- Bachelor's Degree in Psychology, Rehabilitation, Social Work or other related mental health discipline,
- Minimum two years' experience working in a similar setting and/or working with people with mental illnesses.

Knowledge, Skills & Attributes

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Ability to read and understand labels and instructions
- Ability to work under little supervision

Skills

The incumbent must demonstrate the following skills:

- Team building
- Decision making skills
- Problem solving skills
- Sound judgement skills
- Strong and effective verbal and written communication skills
- Active listening skills
- Time management skills
- Ability to work independently or with little supervision
- Strong organizational and multi-tasking skills
- Must have good organization skills
- Ability to build good relationships
- Maintain a high degree of confidentiality
- Handle all matters with diplomacy

Personal Attributes

The incumbent must also demonstrate the following personal attributes:

- Integrity
- Honesty and trustworthiness
- Respectfulness
- Possess cultural awareness and sensitivity
- Flexibility
- Sound work ethics

Preferences

Master's degree

EMPLOYEE ACKNOWLEDGEMENT



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Print Name

Date

Signature

Disclaimer:

The information contained within this job description indicates the general nature and level of work-performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.