

## **Job Description: Service Coordinator/Family Partner**

### **Program: Family Self-Sufficiency**

LOCATION: Denville, Madison & Summit  
PROGRAM: Family Self-Sufficiency  
HOURS: 35  
SALARY: 35-46K, commensurate with experience  
EDUCATION: Bachelor's Degree required, but may substitute Associate's Degree and 4+ years social service experience  
Bilingual Spanish a plus (not required)

Interested parties should direct a resume and cover letter to [trinkleg@norwescap.org](mailto:trinkleg@norwescap.org)

### **Job Summary:**

This individual will be employed by NORWESCAP, a community action agency, but will be part of a team which includes Madison Housing Authority and Summit Housing Authority. This individual needs a comprehensive understanding of resources in Morris and Union counties, the ability to work with individuals living in public housing who need services and assistance and the desire to motivate and support low income individuals.

### **Essential Functions:**

- Conduct orientation and intake interviews to assess individuals need for resources and services.
- Responsible for the development of collaborations in the community including adult education and workforce development programs.
- Conduct initial assessments to determine the level of assistance needed for households in such areas as: employment, physical and mental health, family functioning, childcare, transportation, and the ability to maintain the household.
- Refer and coordinate services, plan activities, support and workshops to build capacity in the following areas: educational, financial, social, recreational and community building activities to engage residents.
- Conduct follow up assessments monthly, quarterly and annually to ensure residents are functioning well and accessing all needed services and resources.
- Create new partnerships with agencies to enhance services available to housing authority residents.
- Attend and participate in targeted community meetings and social service consortiums in Morris and Union Counties.
- Maintain client files and tracks outcomes of case management services and produces monthly reports on service provision.
- Assist in preparation of reports as required including established outcome based ENDS, logic models and other reporting as required by HUD including in-kind match dollars specific to service.

### **Additional skills, ability, and other:**

- Excellent verbal and written communication skills.
- Maintain positive work atmosphere by communicating in a manner that fosters good relations with clients, customers, co-workers and supervisor(s).
- Ability to role model responsible behavior through respectful communication, appropriate boundaries and consistent responsiveness to clients through outreach and attention to detail.
- Treat clients, co-workers and the public in a respectful and courteous manner at all times.
- Ability to develop a sense of community for the project among providers and the social service network.
- Adhere to standards of confidentiality for all services as well as both written and verbal communication.
- Reliable transportation is required for this position.
- Ability to work a flexible schedule, including evenings.
- Consistent work attendance and solid work ethic.
- Successful completion of FSS & FSS Case Management trainings within 6 months of date of hire.
- Perform other related business as assigned by supervisory personnel.