



CITY OF ALBANY NEIGHBORHOOD SERVICES COORDINATOR

Under general supervision, implements strategic outreach and community engagement efforts to increase awareness of City, community and social services systems to enhance access to information and services available; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Neighborhood Services Manager. Exercises no supervision of staff.

Class Characteristics

This is a single position classification, responsible for implementing a citywide neighborhood services program. The incumbent assists in performing outreach and community engagement efforts increasing awareness of City, community, and social services systems. The incumbent is required to work independently and with a high degree of judgment on matters dealing with neighborhood services.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Meets with individuals and families seeking information; makes appropriate service referrals and follow ups as needed to assist residents in accessing services.
- Receives telephone calls, e-mails, and visits from residents and others seeking information, assistance, and services; responds by providing both general and technical information; uses knowledge and skills to help troubleshoot and solve problems.
- Meets with local service providers including agencies and individuals to identify resources.
- Gathers information and conducts research on unmet needs of residents.
- Creates and maintains a resource directory.
- Recruits, trains, and supervises volunteers.
- Develops, implements, and evaluates programs based on assessment of needs.
- Reports on the effectiveness of programs and services, and challenges; suggests new services and programs to meet needs not currently being addressed.
- Works with community stakeholders and residents to garner community input on services and identifies concerns.
- Prepares a variety of clear and concise reports, correspondence, and other documents to monitor attendance and statistics of Neighborhood Services programs.
- Produces correspondence, memos, flyers, rosters, forms, and records; maintains electronic and hard copy file systems for the program.
- Performs related duties as assigned.

Knowledge of:

- Community program of social services available.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Record keeping, report preparation, and filing methods.

- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Be proactive and resourceful.
- Exercise organization, dependability, and flexibility.
- Work independently and as part of a team.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Maintain accurate records and files.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

A Bachelor's degree from an accredited college or university with major course work in psychology, social work, or a related field; a Master's of Social Work is preferred. Two years of experience working in the area of social services.

Licenses and Certifications

Valid California Driver's License.

Possession of a Clinical Social Work License is preferred.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and/or move up to 25 pounds with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Special Requirements

Positions in the classification require a willingness and ability to work flexible hours, including occasional evenings and weekends.