

Damiano Center Community Services Specialist Job Description

Community Services provides information and referrals to other human service agencies, hygiene items, public telephone, mailboxes for individuals who are homeless, and emergency transportation assistance for individuals to retain employment during difficult financial times.

Position Purpose and Functions:

Provide help to guests with a variety of problems through direct assistance, advocacy, and information and referral. The Community Service Specialist performs tasks related to guest intake, provides direct assistance, and maintains knowledge of relevant community resources.

Accountabilities:

- Work on a one-to-one basis with people who are low-income, working poor, or homeless to help them secure emergency shelter, housing, medical care, social services, income, and other necessities
- Identify and maintain positive working relationships with agencies and individuals associated with those resources
- Arrange for responsible and orderly supply and distribution of gas vouchers, bus passes and tokens, hygiene products, household supplies and other forms of direct assistance.
- Support coordination of educational opportunities, community partner agency tabling, events, and health screening events
- Work with the Executive Director to assess the effectiveness of services provided and determine areas of need that should be addressed
- Coordinate services with Damiano staff and other agencies
- Ability follow funding guidelines and collect data
- Ability to support volunteers, interns, and other workers within the program
- Ability to attend community events as needed on behalf of the Damiano Center
- Maintain a list of available rental resources
- Maintain accurate documentation; provide reports as requested
- Support a warm and welcoming environment, and the mission and values of the Damiano Center
- Cover other staff positions as needed
- Other duties as assigned

Skills/Knowledge Required:

- Experience working with diverse populations
- Valid and clean driver's license and vehicle or regular access to vehicle
- Computer literacy and database literacy
- Ability to work independently in high-energy, loosely-structured environments
- Ability manage multiple tasks simultaneously and effectively
- Knowledge of available community resources
- Ability to lift 20 lbs.

Other Qualifications:

- Three years of experience working with low-income, working poor, people who are homeless, and/or diverse populations, or relevant education.

Classification: This position is 28 hours per week, non-exempt, and benefits-eligible.

Supervisor: Executive Director