



## JOB DESCRIPTION

**PROGRAM:** Social & Employment Services

**TITLE:** FCS SE Office Support

**JOB CLASSIFICATION:** FCS Community Supports

**SALARY RANGE:** \$38,000 - \$44,000 per year

**DEPARTMENT:** Social & Employment Services

**IMMEDIATE SUPERVISOR:** Employment Services Coordinator

**SUMMARY DESCRIPTION:** This program provided community-based case management and “support services” for individuals experiencing employment barriers due to factors including; substance abuse, mental illness and/or chronic physical illness. This position provides program support such as but not limited to: seeing walk-in’s daily; completing initial referrals and reauthorizations; completing initial intakes; completing vocational assessments; verifying eligibility through ProviderOne system; providing general Q & A to other FCS Support Employment Specialists; assisting with billing process. This is a full-time position located in Aberdeen, Washington.

### FUNCTIONAL RESPONSIBILITIES:

1. Completes comprehensive assessments of all households assisted and develop a service plan to address the supports needed to achieve self-sufficiency.
2. See walk-in clients to answer questions and/or complete initial eligibility assessment.
3. Provide on-site mentoring, job coaching and support services to assist program participants in successful work/volunteer site opportunities, as needed.
4. Provides assistance to other FCS Employment Specialists.
5. Assist with the billing process and reports.
6. Maintains regular communication with clients, employers, community partners, funders, and management.
7. Performs program orientations to educate and inform applicants of program requirements and responsibilities.
8. Serves as an advocate and provides access and/or resources to services such as financial assistance, legal aid, housing, job placement or education, primary healthcare, mental health and/or substance abuse treatment.
9. Provides specialized case management services related to identified needs in employment.
10. Completes all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking and related documentation.
11. Documents all clients' contacts, care and response, maintains records and updated rosters, collects data and prepares reports as mandated by the program procedure within agency standards and timeframes.
12. Attends scheduled interdisciplinary team meetings or clinical supervisory sessions to discuss quality of client care.
13. Maintains monthly paperwork and reporting as required by the contract at all times.
14. Coordinates with staff and other agencies to ensure positive community working relationships
15. Respects clients and co-workers as worthwhile individuals and maintains client confidentiality
16. Participates in other CCAP functions as directed.
17. Other duties as assigned.

**PREFERRED QUALIFICATIONS:**

1. AA degree or BA/BS degree preferred. A job working in the human services or related field providing employment, will substitute, year for year, for education.
2. Demonstrated ability to provide an encouraging and supportive atmosphere for the participants.
3. Work flexible hours as assigned, able to organize own time for work
4. Excellent written/oral communication, organizational, and time management skills in maintaining accurate client files and financial spreadsheets
5. Experience in mental health, and/or chemical dependency support, preferred, not required.
6. Must have own car, current WA Driver's License and auto insurance for frequent travel throughout the county to meet and transport participants. Acceptable driving record.
7. Working knowledge of Microsoft Office Suite software
8. Knowledge of FCS Employment Program, DVR, Developmental Disability Supported Employment Program
9. Ability to pass and maintain a back ground check.

**LOCATION/WORKING HOURS:** **Primarily Grays Harbor with some travel to our other offices.** Variable. The majority of time will be daytime work hours 8:00am to 5:00pm, Mon – Fri in the Aberdeen CCAP office with some travel to other offices expected.

This position is subject to pre-employment drug testing.

**It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.**