



## Community Worker

**Classification:** Non-exempt  
**Status:** Full-time  
**Reports to:** Rapid Response Coordinator  
**Location:** Worksite as assigned

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### JOB DESCRIPTION:

#### Summary/Objective:

This position is the Agency's direct contact with persons seeking assistance with crisis and emergency needs. It provides direct services to families and individuals by providing grants to prevent homelessness, assisting with home energy needs, and evaluating for emergency food resources. Additionally, the community worker determines need for additional Agency services and referral to other agencies, as well as determines the amount of the grant award.

#### Essential Functions:

- Responsible for interviewing clients (in the office, at outreach locations, or partner agencies where appropriate) to gather information in order to determine income eligibility and program eligibility based upon criteria established by funding agencies or by the agency and to identify other unmet needs of the individual or family.
- Analyze and evaluate information to determine eligibility.
- Analyze and evaluate information to determine whether there is a need for additional agency services or for referral to another agency for services.
- Refer the individual or family to other agencies.
- Enter data in multiple management information systems based on the services for which the individual is making application.
- Recommends the amount of grant assistance toward client need.
- Prepares case files to document the needs presented, the proof of eligibility, and the services provided to the household.
- Conduct outreach activities including distributing flyers and brochures. Speak to groups and individuals about agency programs and services.
- May be required to use your own personal vehicle to fulfill your job related responsibilities.
- Be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers. Uses technology for the completion of specified job duties.
- Attends work regularly per assigned work schedule and in accordance with Agency policy.
- Attends and participates with in-service training, staff meetings and other activities to facilitate professional development.
- Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors and the public.
- Follows instructions and abides by Agency policies and procedures.
- Assumes other duties, responsibilities and special projects as needed.

#### Secondary Functions:

- Works cooperatively and effectively with Agency volunteers maximizing the volunteers' experience while meeting the needs of the programs.
- May work in outreach offices as designated.
- May provide coverage for the front desk as designated.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- ✓ Ability to work in an office environment.
- ✓ Ability to communicate on the telephone.
- ✓ Ability to read, writes, comprehend and speak English.
- ✓ Ability to complete tasks with numerous interruptions.
- ✓ Ability to work with little to no direct supervision.
- ✓ Ability to sit for long periods of time.
- ✓ Ability to walk up and down stairs.
- ✓ Ability to lift 20 lbs.
- ✓ Ability to bend, lift and carry.
- ✓ Full awareness of environmental stimuli
- ✓ Ability to demonstrate compassion and respect for persons with economic challenges.
- ✓ Full range of motion above the head.
- ✓ Ability to operate a motor vehicle.

**Education:**

Bachelor Degree with major course work in social or behavioral sciences

Must possess a current Maryland driver's license and access to a vehicle for business use

**Experience:**

2 years of experience in a high pace environment

Requires strong data entry and organizational skills

Detailed oriented a must

**Abilities and Skills:**

- ✓ Requires strong data entry and organizational skills
- ✓ Must be detailed oriented
- ✓ Strong computer proficiency
- ✓ Effective decision-making and problem solving skills.
- ✓ Ability to understand basic math and work with numbers.
- ✓ Must be organized, flexible and dedicated to quality service delivery.
- ✓ Ability to work independently and collaboratively with others.
- ✓ Ability to prioritize and manage multiple tasks effectively.
- ✓ Proficient in technology applications.
- ✓ Ability to analyze data and recommend action.
- ✓ Demonstrate integrity and ethical standards in job performance.
- ✓ Strong organizational skills with the ability to prioritize tasks.
- ✓ Ability to communicate effectively, both orally and in writing across all levels of the organization.
- ✓ Ability to work with sensitive information and maintain a high degree of confidentiality.
- ✓ Supervisory and staff development skills.
- ✓ Effective management skills with an ability to plan and implement systems that are outcome oriented and ensure quality service delivery.
- ✓ Knowledge of regulatory standards.
- ✓ Case management skills with focus on client advocacy and outcomes.
- ✓ Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.



**AAP/EEO Statement:**

Community Action Council of Howard County is an equal opportunity employer. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

NOTE: At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.

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Employee Signature

\_\_\_\_\_  
Date