



Blue Ridge Community Action, Inc. Community Service Worker I Position Description

Who We Are

Blue Ridge Community Action, Inc. (BRCA) is a private, non-profit organization founded in 1965 to address problems related to poverty in Burke, Caldwell and Rutherford counties. The BRCA mission statement "Helping People. Changing Lives." embodies the spirit of hope, improves communities, and makes our counties better places to live. We care about the entire community and are dedicated to helping people help themselves and each other. BRCA strives to obtain and maintain agency self-sufficiency, as well as assist employees and low-income residents to obtain and maintain self-sufficiency. Our mission is realized by providing services, advocacy and support for persons, so they can become economically self-sufficient, improve the quality of their lives, and better provide opportunities for their families.

Position Summary

Under the supervision of the Community Services Director, the Community Service Worker I, is responsible for contacting low-income families for the purpose of educating those families about the availability of resources to meet their needs. Additionally, for the purpose of identifying and documenting a poverty profile on families and for the purpose of identifying other target areas with the potential for organizational support.

Specific Job Duties

1. Make door-to-door inter and intra agency contacts in local communities seeking to find disadvantaged people whom he/she can help.
 2. Provide intake, assessment, eligibility and referrals to families for resources based on need.
 3. Provides direct services on a temporary basis when needed (i.e. delivering meals, etc.).
 4. Acts as an advocate for families needing services which are being denied or inadequately serviced.
 5. Provides assistance to groups of people who want to plan and organize together to meet common needs within the local communities.
 6. Administratively prepares daily, weekly, and monthly reports of program activities; data entry into centralized database and various other databases.
 7. Must be flexible to work in Burke or Caldwell Counties (will receive mileage reimbursement).
 8. Must be a self-starter and self-directed with the ability to adjust to and address frequently changing priorities.
- Please note this job description is not designed to contain a comprehensive list 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 prior notice.

POSITION QUALIFICATIONS

Competency Statement(s)

Accuracy - Ability to perform work accurately and thoroughly. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Ethics - Ability to demonstrate conduct conforming to a set of values and accepted standards.

Employee is guided by accepted principles of moral conduct. Responds to individuals and situations with integrity and respect. Upholds organizational values.

Organizational Loyalty - The trait of feeling a duty to the employer. Follows policies and procedures. Complete administrative tasks correctly and on time. Supports organization's goals and values. Benefit organization through outside activities. Supports affirmative action and respects diversity.

Reliability - The trait of being dependable and trustworthy. Follows instructions, responds to management direction. Take responsibility for own actions. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Safety Awareness - Ability to identify and correct conditions that affect employee safety. Observes safety and security procedures. Determines appropriate actions beyond guidelines. Reports potentially unsafe conditions.

Team Builder - Ability to convince a group of people to work toward a goal. Exhibits objectivity and openness to other's views, gives and welcomes feedback. Contribute to building a positive team spirit. Put success of team above own interests. Is able to build morale and group commitments to goals and objectives.

Interpersonal Skills – Ability to get along well with a variety of personalities and individuals. Focus on solving conflict, not blaming. Maintain confidentiality. Listen to others without interrupting. Keep emotions under control. Remain open to others' ideas and tries new approaches.

Education

Associate's Degree in Community Service, Social Work, Human Services or related field.

Experience

Two years of professional experience working with economically disadvantaged individuals and families; or equivalent combination of education and experience.

SKILLS & ABILITIES

Computer Skills

To perform this job successfully, an individual should have a working knowledge of Internet and Word Processing software. Must be able to learn program software reporting systems within 90 days of employment to input and monitor data and prepare required documents.

Certificates & Licenses

It is the employee's responsibility to obtain and keep current all certifications, licenses, health cards, etc., at all times.

Employee must have a valid driver's license and own transportation. Must have proof of and maintain vehicle liability insurance.

Must be able to obtain the Case Management Certification and the NC Notary Public Certification within 6 months of employment.

Other Requirements

Employee must be able to work as a team.

Employee must be able to relate well to a diverse population.

Employee must be able to pass a criminal background record check and substance abuse tests.

CONDUCT STANDARDS

Employee must recognize and be sensitive to the cultural, ethnic, and social diversity among the population served and the community at large.

Employee must maintain strict confidentiality.

Employee must be tactful and courteous when representing the agency with the general public.

Employee must be committed to continuous quality and performance improvement.

AT-WILL STATEMENT

This job description is not an employment agreement or contract.

Management has the exclusive right to alter this job description at any time without notice. Blue Ridge Community Action, Inc. is an "at-will" employer. Either the employee or BRCA, Inc. may terminate the employment relationship at any time with or without cause.

SAFETY POLICIES AND PRACTICES

The employee must be knowledgeable about and follow the agency's safety policies and procedures as described throughout agency written program plans, standard operating procedures, and personnel policies and procedures.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Physical Abilities

Stand
Walk
Sit
Handling / Fingering

O (Occasionally)
O (Occasionally)
F (Frequently)
NA

Lift /Carry

50 lbs. or less

O (Occasionally)

N (Not Applicable)

Activity is not applicable to this occupation.

O (Occasionally)

Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs./day)

F (Frequently)

Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)

C (Constantly)

Occupation requires this activity more than 66% of the time (5.5+ hrs./day)

Other Physical Requirements

Vision (Near, Distance, Peripheral)

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The noise level in the office work environment is usually moderate.

Key Appraisal Points

Customer Service

Demonstrate competency in understanding and meeting or exceeding client needs.

Weight: 30%

Problem Solving and Judgment

Demonstrate ability to assess options and implications in order to identify a solution.

Weight: 10%

Results Oriented

Identifies outcomes and focuses on achieving them within specified time frame.

Weight: 20%

Communication

Clearly conveys and receives messages to meet the needs of peers, other professionals, and customers on a consistent basis.

Weight: 15%

Interpersonal

Demonstrate genuine enthusiasm and a desire to achieve work unit and organizational objectives. Manages own time efficiently and effectively. Initiates appropriate action without being directed to do so. Works persistently toward agreed upon objectives. Engages in the use of self-assessment and self-management techniques to improve quality of own performance.

Weight: 25%

TOTAL: 100%