



Position	SOCIAL SERVICES COORDINATOR
Department(s)	Client Services
Reports to	Executive Director

### Job summary

The **Social Services Coordinator** serves as the **Asian community** liaison and case manager by meeting one-on-one with youth, parents, and families to help them assess their needs. Facilitates communication between human and social service agencies, providers and the community-at-large. Organizes and oversees services and programs that will be offered on and off-site, including parent and family support groups and providing translating and interpretation services as needed. **Full/Part Time = Full-Time Position**

### Summary of essential job functions

- Develops and maintains familiarity of available community resources, programs and services.
- Serves as liaison between the community and families.
- Works collaboratively with community agencies to support the needs of families and children.
- Communicates with families and others to assess needs, facilitate referrals, exchange information, and resolve issues and concerns.
- Assist families in transition by providing information on housing, medical, educational, employment, public assistance, language support, hunger and other community resources and services; assists individuals with application processes.
- Participates in and encourages parent involvement in adult basic education programs, activities supporting community awareness, parent trainings, and events.
- Makes presentations at workshops and community trainings, as requested.
- Maintains adequate records as to outreach activities; fulfills all other documentation requirements.
- Maintains confidentiality of families and services provided.
- Participate in staff and client meetings, training activities, committees and/or other self-directed professional development activities, as requested.

### Minimum Requirements

Applicant must be at least 18 years old. Any combination of education, training and experience, which demonstrates ability to perform the duties as described. A typical qualifying background would include an associate of arts or bachelor's degree in human services, human development, child development, or a related field; experience working with families in a social service agency setting. Applicants must be fluent in one or more of the following languages: **Karen, Karenni and/or Burmese**. Must have a valid Minnesota Driver's License and pass a background check. Must be able to work with people from diverse cultures and backgrounds.

### Abilities Required

Applicants must feel comfortable with the use of technology (computers, photocopies, fax machines, etc.); also with software (word, publisher, graphics and excel). Applicants must be able to interact and communicate effectively with children and adults from different cultural and socio-economic backgrounds; ability to establish effective relationships with the client community; work independently with minimal supervision; communicate effectively in oral and written form; operate a computer and use standard software applications; react with flexibility and sensitivity to changing situations and needs; organize and prioritize work; effectively carry out written and oral instructions; maintain cooperative and professional work relationships. Applicants must be willing to travel locally using own transportation, with mileage reimbursed, as needed.

### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.