

SUPPORTS TO ENCOURAGE LOW-INCOME FAMILIES (SELF) POSITION DESCRIPTION

Job Title: Getting Ahead Facilitator
Reports To: Program Director
Classification: Exempt, Full-time
Approved By: Beth Race
Date: June 2016

SUMMARY

The Getting Ahead Facilitator is responsible for recruitment, enrollment and facilitation of the Getting Ahead Program for families living in poverty, including the coordination and implementation of 18-week Getting Ahead workshops.

JOB SPECIFICATIONS

Knowledge of: Office management systems and procedures, excellent computer skills, including Internet, Outlook, Word, Excel and other current software as assigned.

Ability to:

- Be sensitive to the support needs of low-income and diverse populations
- Provide excellent customer service, sometimes under high-pressure situations
- Work independently and problem-solve on behalf of clients

Skills/Experience:

- Successful related work experience with low-income families including group facilitation, public speaking and effective individual coaching and case management.

Education:

- Bachelor's Degree in Social Work or related field preferred and/or related on-the-job experience in human services field.
- Experience working with low-income families and community services, along with working knowledge of Bridges out of Poverty framework preferred.

Licensure or Certification Requirements:

- **Must have a valid driver's license, be insurable, and have dependable transportation**
- Bridges Out of Poverty Day 1 or Day 2 certificate, or receipt within 90 days of hire.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Demonstrate Bridges out of Poverty/Getting Ahead knowledge to low income individuals. Understand core concepts and illustrate them to workshop participants.
- Recruit and enroll potential participants, including making community presentations, scheduling and conducting intake/enrollment assessments, creating electronic and paper client files. Maintain an caseload of 50-75 clients (with an active caseload of 30-50 clients) to support program enrollment and outcome goals.
- Establish and maintain workshop schedules, agendas, sign-in, incentive distribution and evaluation procedures and other processes related to hosting Getting Ahead workshops in the community. May include collaboration with external partners for space and other needs.
- Provide follow-up and support for change to program participants during and after workshop graduation. Includes case management services, referrals and advocacy to community partners

and other support as needed. Includes documenting the delivery of emergency or financial services in accordance with agency and/or funding source guidelines.

- Complete paperwork and documentation of client progress within 48 hours of the service or contact. Responsible for maintenance, accuracy and completeness of client files, both paper and electronic. Includes entering service data, milestones and outcomes into various databases on a timely basis. Also includes securing necessary supporting client documentation and copying for files as needed.
- Participate in outreach and marketing activities that promote the agency's goals and services, including client presentations, public presentations, participation in social service collaborations and other venues, as needed and assigned. Includes success stories and reporting.
- Participate in the Butler County Bridges Out of Poverty Coalition and SELF Client Advisory Board.

All employees of SELF are expected to demonstrate competency in the following:

- Teamwork & Flexibility:** Employees are expected to demonstrate a willingness to make sure goals, tasks and assignments are met; put the agency goals ahead of self-interest; reduce conflict and establish positive working relationships; adapt to changing priorities.
- Interactions:** Employees are expected to communicate effectively with other agency staff and other community partners; show understanding and interest in assisting others; exhibit expected level of respect and sensitivity to others' views; respond and follow-up in a timely, professional manner.
- Customer Service:** Employees are expected to communicate effectively with consumers/clients; show understanding and interest in meeting needs and expectations; exhibit the highest level of respect and sensitivity; respond and follow-up consistently in a timely, professional manner.
- Initiative:** Employees are expected to accept responsibility for tasks and assignments; demonstrate effective problem solving with routing supervisory involvement; meet required standards by showing willingness to take on or participate in tasks or activities outside the normal scope of the job.
- Dependability:** Employees are expected to be available for normal working hours as assigned, with minimal or no unscheduled absenteeism, lateness with respect to reporting to work and/or returning from lunch or breaks.

Equal Opportunity Employer/Services Provider M/F/D/V