

## EMERGENCY SERVICES COORDINATOR (Social Services)

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing emergency assistance through specialized social services programs such as those provided for the homeless, victims of domestic violence, and other clients in crisis. An incumbent also oversees the work of the agency's income maintenance intake unit. The work is performed under the general supervision of a Supervising Social Services Examiner. Supervision is exercised over Social Services Examiners and clerical employees involved in intake activities. An Emergency Services Coordinator does related work as required.

### TYPICAL WORK ACTIVITIES:

- Develops written case histories of clients in need of emergency assistance;
- Encourages clients to take steps to resolve their problems;
- Implements emergency service plans for the homeless by seeking out temporary lodging;
- Seeks out prospective rental properties for placement of the homeless;
- Refers victims of domestic violence for medical attention, legal assistance and other support to cope with their situation;
- Represents the department on committees which develop and implement strategies and programs to deal with homelessness and domestic violence;
- Provides services to individuals having difficulty with landlords, utility companies and problems of daily living;
- Explains policies, procedures, rules and legal requirements to clients;
- Monitors cases of individuals undergoing congregate care treatment for alcohol and drug abuse;
- Acts as Department of Social Services liaison to domestic violence shelters and the local drug and alcohol rehabilitation facility;
- Keeps workers informed and trains them to adapt to changes in policies, programs, regulations, procedures and systems;
- Attends meetings and conferences to stay abreast and informed of changes, problems, approaches, and other matters associated with the work;
- Responds to telephone or written inquiries from clients, landlords, and others;
- Directs referrals to other units of the agency or to outside sources of potential assistance;
- Addresses community organizations concerning emergency assistance programs administered by the department.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of current agency programs resources, policies, procedures and applicable laws and regulations; working knowledge of current social problems and their effects on individuals, groups and society; working knowledge of interviewing techniques and human behavior; ability to establish and maintain helping relationships with people; ability to communicate effectively both orally and in writing; an ability to recognize conflicting facts or inaccurate information; ability to plan, review and supervise the work of others; tact; emotional maturity; good judgement; physical condition commensurate with the demands of the position.

PROMOTION QUALIFICATIONS: Two years of permanent competitive class service as a Social Services Examiner and meet the open competitive qualifications.

MINIMUM QUALIFICATIONS:

- A. Successful completion of 18 semester credit hours in the social or behavioral sciences and one year of experience involving the delivery of social, economic or emotional support services to people in our society who are having difficulty coping with the pressures and strains of modern life. Such experience must have involved direct contact with clients in need of services and such contact must have required judgement on the part of the individual in dealing with or responding to the client;

OR

- B. Three years of experience as specified in A above.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 8/21/97  
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