

Community Services Specialist - (2911-12)

Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off

DEADLINE TO APPLY: 01/18/2022

WORK LOCATION:

Job & Family Services
222 E. Central Parkway
Cincinnati, OH 45202

WORK HOURS: Full-Time 80 hours biweekly
(Potential for Hybrid Remote Work Schedule)

STARTING SALARY: \$1648.00 biweekly

NOTE:

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

JOB DUTIES (SUMMARY):

- Performs community-based customer service duties: responds to complaints, inquiries, and/or requests for information or services by email, telephone, letter or in person for a variety of customers (e.g. agency customers, government officials, general public, courts, attorneys, agency administrative staff, State Clients Affairs Office); secures necessary pertinent information from the stakeholder and processes or facilitates processing of those requests to resolution. Assist with application submission and resolution, answering questions about application/process/programs and ensuring timely disposition.
- Develops and maintains expertise in the wide breadth of HCJFS services including all forms of public and emergency assistance (OWF, Medicaid, Food Assistance, ERAP, PRC, etc), child care, child support and related community partner services. Maintains high-functioning and productive relationships throughout those networks to support and expedite customer needs.
- Develops, prepares, and disseminates various educational materials (i.e., electronic newsletter, educational resources, website content, etc.). Leads implementation and community education of new and revised services in all settings, but particularly in community-based settings. Presents HCJFS in a consistently positive light and reflects well on the same.
- Based on information and data acquired in all duties, provides information, explains program(s), runs required reports, and compiles statistical reports. Completes

required follow up from field inquires and applications. Participates in ongoing development of intake and referral guidelines and data collection procedures and techniques given ongoing review of the same. Generates constructive recommendations regarding processes, products, and staffing demands.

- Delivers all services in settings not typical of office-based service delivery regarding weather, technology supports, facilities, and customer contact. Transports necessary equipment, supplies and event materials. Adapts to consistent and irregular change with enthusiasm and engagement.
- Performs other related duties as assigned.
- Attends conferences and training.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Bachelor's Degree in Public Relations public administration, business administration, Social Work, Psychology, Special Education, Therapeutic Recreation, Sociology, Criminal Justice, Human Services (including a clinical practicum of at least one year), or a related field from an accredited college or university;
- **AND** One (1) year of experience in public assistance processing, customer service, and problem resolution

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** agency program areas, agency policies and procedures, business practices and principles; public relations; government structure and process;
- **Ability to:** operate agency networked personal computer, software and program operating systems; manage upset consumers, redirect frustration, define problems, collect data, establish facts and draw valid conclusions; deal with large number of variables and determine specific course of action; recognize errors and make corrections; write instructions; write specifications and training materials; gather, collate, and classify data, people or things; prepare meaningful, accurate and concise reports and position papers; handle sensitive inquiries from public, government officials, support groups, and general public;
- **Skill In:** decision making, organizing information and data, effective communication

ESSENTIAL JOB FACTORS:

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

AGENCY-PREFERRED QUALIFICATIONS:

- Exceptional Customer service skills;
- Adaptability;
- Experience in Client Services;
- One (1) year of experience successfully delivering field-based assistance;

PHYSICAL and/or MENTAL REQUIREMENTS:

- Ability to lift 60 pounds;

- Potentially reading/seeing and hearing traumatic events/situations;
- Working in close proximity to a wide variety of stakeholder audiences in public settings;
- Standing for extended periods while working on the computer, home visits, court, meetings, etc.;

HAZARDOUS and/or WORKING CONDITIONS:

- Working in direct contact with the public in a variety of service areas;
- May have exposure to weather conditions with limited relief (heat, cold, rain);
- Candidates should consider being vaccinated (Covid-19) to support safe work settings and persistent public engagement;

LICENSURE AND CERTIFICATION REQUIREMENTS: None

POSITIONS SUPERVISED: None

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee

If you are seeking more information about this position [CLICK HERE.](#)