Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Client Service Associate – Regular, Full Time

Department: Supportive Services

Reports To: Energy Programs Coordinator

Employment Classification: Regular, Full-time, Non-Exempt, Non-Safety-Sensitive

---

Summary of Duties

The position is responsible for the delivery of social service programs to eligible individuals and families in the specific county during the funding period for utility assistance programs. The programs consist of, but are not limited to: Meals on Wheels, Crisis Intervention, Low Income Home Energy Assistance Program, Weatherization, ABC Trust, referrals and follow-ups. Responsible for one-on-one counseling and case management.

Essential duties and responsibilities: ***other duties may be assigned by the supervisor***

- Input client data in the computer utilizing the appropriate programs;
- Assist with the processing and intake of clients in order to identify individual need(s);
- Participate in training workshops to implement social service programs offered by the agency;
- Provide case management to clients;
- Link clients to other services and service providers;
- Work to develop the center into a multi-service center that will help meet the needs of the disadvantaged;
- Maintain accurate records of outreach, referrals, and client participation;
- Keep abreast of the needs of the target area, and to what extent they can be effectively provided through use of agency or other resources;
- Perform other duties as assigned by the supervisor, verbally or in writing.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- Possession of a Bachelor's degree in Social Work or related field; OR
- Two years experience in delivery of social service programs.
- Knowledge of Microsoft Office and other computer-related programs is required.

Supervisory requirements: None.

Certificates, Licenses, Registrations:

- Valid Driver's License with liability insurance.
- Serviceable automobile.

Language Skills:

- Ability to communicate to diverse populations.
- Ability to effectively present information to clients.
- Ability to communicate in large and small group settings.

Mathematical Skills:

- Ability to compute simple math such as addition, subtraction, multiplication and division.
- Ability to use fractions and percentages.

Reasoning Ability:

- Ability to analyze problems confronted by program participants.
- Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- Ability to develop effective working relationships with staff members and program participants.
- Regular and predictable attendance.
- Knowledge of CSP programs and services.
- Sensitivity to multi-racial and multi-cultural issues.
- Ability to develop rapport quickly and easily.
- Ability to work independently without direct supervision.
- Ability to meet deadlines.
- Ability to work in a constant state of alertness.

Physical Demands: *The physical demands listed 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 duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision to operate a motor vehicle. Extensive writing is required and extended periods

on the computer is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

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 to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, fax, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

03.12.2014
REV 10.08.2014
Reviewed by Board of Directors 12/3/2015
Reviewed by Board of Directors 01.19.2017
Reviewed by Board of Directors 03.15.2018
Reviewed by Board of Directors 01.17.2019
Reviewed by Board of Directors 03.19.2020
Reviewed by Board of Directors 03.18.2021
Reviewed by Board of Directors 01.19.2023
Reviewed by Board of Directors 03.20.2025