JOB DESCRIPTION

DEPARTMENT: Community Services
POSITION TITLE: Community Collaboration Coordinator
LOCATION: 17 New South Street, Northampton/Remote Work from Home
STATUS: Exempt
SUPERVISOR: Director, Community Services

POSITION SUMMARY
The Hampshire County Community Collaboration Coordinator works to expand and strengthen our presence and participation in Hampshire County’s community collaboration partnerships; actively supports and collaborates with social service agencies and coalitions such as Council of Social Agencies (COSA) and Quaboag Hills Community Coalition to strengthen community partnerships and help address identified needs in our service area; and works in partnership with our Franklin County Community Collaboration Coordinator to build a cohesive approach in addressing identified needs across our service area.

ESSENTIAL QUALIFICATIONS
• Bachelor’s Degree in human services related field or two years’ experience with program coordination, networking, and group facilitation.
• Knowledge of Franklin, Hampshire and North Quabbin region agencies and resources preferred.
• Experience in collaborating with diverse sectors of the community.
• Additional appropriate education may be substituted for related experience or additional related experience may be substituted for education.

ESSENTIAL RESPONSIBILITIES
1. Actively participate and collaborate with local networks in our service area to promote coordinated care among social services and other sectors.
2. Take an active role in helping to coordinate and develop strategies, plans and steps to help address identified issues and needs in Hampshire County.
3. Conduct outreach in Hampshire County to promote Community Action.
4. Stay informed on local issues and needs affecting people that are marginalized due to low incomes, race and ethnicity, particularly in Hampshire County, and
participate in meetings, forums, etc. to strategize how to address these systemic issues.

5. Take on an active leadership role in valuing and promoting different perspectives and opinions and approaches throughout the agency.

6. Maintain professional knowledge of Franklin, Hampshire & North Quabbin and Quaboag Region social services and resources.

7. Ensure required reports are adequately prepared in a timely manner and meet funding requirements.

8. Work as a team with department coordinators to support, enhance and promote communication and consistency in the delivery of services.

9. Maintain high level of customer service following Community Action’s established Customer Service Standards.

10. When schedule requires remote work, expected to be available for meetings, calls, responding to emails, and conducting regular duties.

11. Required to travel regularly throughout the service area, to other Community Action sites and service locations, community partner locations to attend meetings or provide outreach, and occasionally out of the service area.

12. Required to work in the evening and weekends occasionally.

13. Attend regularly scheduled Program Coordinator meetings

14. Attend all required staff meetings, supervision, training and contractual meetings.

15. Attend mandatory agency trainings and other relevant trainings.

16. Participate in professional development activities and team meetings.

17. Comply with agency and funders’ paperwork requirements and procedures

18. Maintain strictest confidentiality.

19. Performs related work as required.

This does not cover or contain comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**SKILLS REQUIRED:**

- Proficient computer skills including Microsoft Office applications and database programs, calendars.
- Excellent group facilitation skills.
- Excellent customer service skills.
- Excellent oral and written communication skills.
- Strong public speaking skills.
- Ability to work with different sectors of the community to accomplish shared goals and outcomes.
- Ability to work independently with minimal supervision and as a constructive member of a team.
- Ability to build positive relationships with community members and organizations.
• Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.
• Understanding of data capture and tracking methods.
• Understanding of poverty and its impact on individuals and families.
• Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.

PHYSICAL DEMANDS AND WORKING CONDITIONS:
The physical demands and work environment described below 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 functions.
* Requires sitting for long periods of time.
* Working in office environment.
* Some bending and stretching required.
* Extensive use of telephone required.
* Manual dexterity required for use of calculator and computer keyboard.
* Must be able to lift from 20 – 30 lbs
* Specific vision abilities required by this job include vision, color vision and the ability to adjust focus.
* The work environment includes indoor office environments or comparable spaces, and community spaces, with occasional exposure to outdoor weather when traveling to outreach or meeting sites. The noise level varies by site.

AA/EOE/ADA

Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) and evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

___________________________________________________________
EMPLOYEE NAME (PRINT)

__________________________________________________________
EMPLOYEE SIGNATURE

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DATE

3 Revised 7.2020