CENTER FOR SELF RELIANCE – PROGRAM SPECIALIST

Department: Community Services  
Position: CSR Program Specialist  
Location: 3 Osgood Street, Greenfield; 51 Maple Street, Shelburne Falls/Remote Work from Home  
Status: Non-Exempt  
Supervisor: Pantry Coordinator

Position Summary: The CSR Program Specialist performs many of the day-to-day operations of the pantry as well as serving as the main point of contact to assessing participants’ needs for additional services, including both internal CAPV programs and external programs in the community.

ESSENTIAL QUALIFICATIONS:
- High School or HS Equivalency
- Five years’ experience in Human Services or related field or applicable work experience working with individuals and families that have low incomes.
- Knowledge of Franklin, Hampshire and North Quabbin region agencies and resources preferred.
- Bi-lingual Spanish preferred.
- Additional education may be substituted for related experience or additional related experience may be substituted for education.

ESSENTIAL RESPONSIBILITIES:
1. Provide follow-up services to clients who receive application and advocacy assistance in accordance with program guidelines.
2. Review participant household assessments forms to determine if participants requests for additional CAPV services. Meet one-on-one with participants to screen for additional services and make appropriate referrals to both internal and external program partners.
3. Maintain knowledge of the availability and guidelines for resources offered in the Community Action service area. This includes resources offered by Community Action and programs offered by external program partners.
4. Collaborate with other social service agencies, participate in community coalition meetings, and conduct outreach in the community to promote the Center for Self-Reliance and Community Action.
5. Ensure required data and reporting completed in an accurate and timely manner in accordance with program guidelines.
6. Answer the phone, interacting with participants and assisting with food distribution
7. Assist with day to day food pantry tasks including stocking shelves, driving the program van, picking up and unloading deliveries, checking in participants
8. Assist participants with food selections at the Center.
9. Drive agency van to shop and/or collect donations for Center, including the Food Bank of Western Massachusetts and other community sites.
10. Unload food from the van and store it at the Center locations.
11. Return the van and secure it at the designated parking area.
12. Direct volunteers to appropriate assignments.
13. Work as a team with Center staff and volunteers to support, enhance and promote communication and consistency in the delivery of services.
14. Cover both Center locations (Greenfield and Shelburne Falls)
15. On-site supervisor of the Center for Self-Reliance when assigned or in the absence of the CSR Coordinator.
16. Required to travel to various community partner locations to attend meetings or provide outreach, as assigned.
17. Maintain high level of customer service following Community Action’s established Customer Service Standards and all applicable guidelines set forth by the program.
18. Enter client information into Community Action’s Cap60 database
19. When schedule requires remote work, expected to be available for meetings, calls, responding to emails, and conducting regular duties.
20. Required to work in the evening and weekends occasionally.
21. Attend all required staff meetings, supervision, training and contractual meetings.
22. Attend mandatory agency trainings and other relevant trainings.
23. Comply with agency and funders’ paperwork requirements and procedures.
24. Participate in professional development activities and team meetings.
25. Maintain strictest confidentiality.
26. Perform related work as required.

This does not cover or contain a 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
• Excellent listening skills and ability to demonstrate patience and a non-judgmental attitude when dealing with people experiencing crises.
• Ability to work effectively with program participants, including advocating for them, and developing and maintaining relationships with other CAPV departments to facilitate referrals.
• Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
• Understanding of poverty and its impact on individuals and families.
• Proficient computer skills including using a mouse, email, typing, Microsoft Office applications, database programs, calendars
• Ability to learn quickly new software.
- Excellent customer service skills.
- Excellent verbal (in-person and phone) and written communication skills.
- Excellent listening and interpersonal skills.
- Excellent organization skills with attention to detail, ability to multi-task and ability to maintain accurate and organized participant case files.
- Understanding data capture and tracking methods.
- Demonstrated ability to work both independently and as a team and complete assignments in a timely manner.
- Demonstrated ability to build positive relationships with participants, community members and organizations.

**Physical Demands and Work Environment:**
The physical demands and work environment described below is 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 an office environment.
- Some bending and stretching required.
- The use of telephone required.
- The employee is frequently required to drive, walk and climb stairs.
- Manual dexterity required for use of calculator and computer keyboard.
- Must be able to lift 50 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 or when participating in special outdoor events. The noise level varies by sites and meetings.

**AA/EOE/ADA**
Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) prior to hire and every three years. Evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

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EMPLOYEE NAME (PRINT)________

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EMPLOYEE SIGNATURE___________________________

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DATE__________________

Version 6.2020