



TOWN OF BLOOMFIELD

Council-Manager Government Since 1941

Open Position

ASSISTANT YOUTH SERVICES COORDINATOR

\$58,040

Under the general direction of the Youth Services Coordinator, the Assistant Youth Services Coordinator facilitates groups, programs and activities for Bloomfield youth and families that support positive involvement in the community, promotes character and life skills development, as well as provides opportunities to enhance social skills and interpersonal relationships. The Assistant Youth Services Coordinator will develop and implement juvenile justice programming such as Juvenile Review Board and police and youth programming. This position is also invested in making professional level social services decisions and requires knowledge, skills and abilities in assessment, case management and youth programming. This position also includes participation in physical activities with youth.

Minimum Qualifications

Must have a Bachelor's degree in Social Work, Counseling, Psychology or Human Services from an accredited college or university, plus two years' experience in crisis intervention, program coordination and case management services with youth and families. Master's degree in Social Work preferred. Must have and maintain a valid driver's license.

Selection Process

All appointments and promotions shall be made according to merit and fitness for performing the functions of the position, including factors such as education, experience, aptitude, knowledge, character, ethics, or other qualifications that would determine the best candidate for the position. Examinations may include written, oral, physical, or performance tests or any combination of the various types of examinations. Offers of employment are contingent upon satisfactory results on a background check, pre-employment physical, drug screening and verification of information on the employment application.

Applications

Applications may be obtained from the Department of Human Resources, 800 Bloomfield Ave., Bloomfield, CT 06002, or on our website at www.bloomfieldct.org and **must be submitted to Human Resources along with a resume**, and **cover letter** no later than 4:00 pm on Thursday, June 13, 2019. Applications are accepted ONLY by mail or in person.

Town of Bloomfield is an affirmative action/equal employment opportunity employer. Minorities, women & persons with disabilities are encouraged to apply. Persons with a disability and who may need this information in an alternative format must contact Cindy Coville, ADA Coordinator at 860-769-3538 or at ccoville@bloomfieldct.org.

Posted: 5/23/19

TOWN OF BLOOMFIELD
ASSISTANT YOUTH SERVICES COORDINATOR

Department: Social & Youth Services

Nonexempt

Grade: ZU-8

Position Purpose:

Under the general direction of the Youth Services Coordinator, performs responsible work, coordinating groups, programs and activities for Bloomfield youth and families that support positive involvement in the community, promotes character and life skills development, as well as provides opportunities to enhance social skills and interpersonal relationships. Coordinate, develop, implement and evaluate juvenile justice programming such as Juvenile Review Board case hearings and community service projects. Work involves the responsibility of interviewing & assessing client needs, determining eligibility, making referrals and maintaining case records. This position is also invested in making professional level social services decisions. The work requires that the employee have knowledge, skill and ability in assessment, case management and youth programming.

Supervision:

Supervision Scope: Performs administrative and professional duties requiring a strong knowledge of case management and youth service program development.

Supervision Received: Works under the supervision of the Youth Services Coordinator, within governing laws, regulations and ordinances. Some work is also reviewed by the Director of Social & Youth Services.

Supervision Given: Performs supervisory duties for part-time staff as assigned by the Youth Services Coordinator.

Job Environment:

Administrative work is performed in a moderately quiet office with regular interruptions during the day from the public via telephone or in person, occasionally required to perform home visits, transport clients in town vehicles or visit program sites and schools under possible adverse weather conditions, including extreme hot and cold; occasionally driving to various locations to observe or conduct programs.

Requires the operation of a motor vehicle, cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with youth, families, service providers, town staff, schools, civic groups, businesses, regional and state agencies; as well as Court System, DCF, Police Department, and counseling agencies. Communication is frequently in person, by telephone, fax, email, and in writing. Contacts require a high level of professionalism and confidentiality.

Requires flexible work schedule for evening and weekend programs, activities and meetings.
Requires flexible work schedule for evening and weekend programs and activities.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Conducts intake and assessment of youth and families referred for services
- Schedule and present cases to Juvenile Review Board
- Coordinates and supervise youth community service projects
- Maintains an active case load; follow up on cases by phone or in person; makes referrals to appropriate agencies or resources; counseling and advocacy
- Monitor progress of cases in meeting goals
- Maintains accurate client case notes and reports as required
- Maintains and completes required monthly/quarterly reports
- Maintains program participation statistics and tracks program expenditures
- Provides crisis intervention services and makes referrals to proper agencies for follow through
- Partner with Bloomfield Police Department on prevention programs to support positive relationships between youth and police
- Recruit and register participants for programs, activities and trips
- Design, develop, coordinate, implement and evaluate programs and activities for Bloomfield youth & families including therapeutic, recreational, adventure-based, educational and cultural activities and trips
- Monitor and interact with youth to keep participants engaged in intellectual, creative, cultural and artistic programs
- Engage and participate in physical activities with youth, including but not limited to, basketball, kickball, softball, dodgeball, running, walking, hiking and teambuilding activities
- Coordinate and supervise special evening and weekend programs, activities and trips
- Serve as the lead for assigned programs and activities
- Transport participants to and from activities
- Prepares publications for a variety of brochures, calendars, letters, posters, news releases, flyers, social media and related communications regarding Youth Services programs in accordance with Town policies
- Coordinate and assist with the setup, breakdown of furniture and equipment needed for programs; room reservations, purchases refreshments and supplies, coordinates speakers, instructors and entertainment
- Assist with policy and procedure development for Youth programs and services
- Attend and participate in program staff meetings & trainings

- Provides assistance with other department services when needed, including but not limited to: office & phone coverage, food bank distribution, annual holiday giving program, distribution of school supplies
- Provide back-up staff support for youth programs during employee absences
- Assists with the Bloomfield Emergency Shelter when activated
- Performs related work as required

Minimum Required Qualifications:

Education, Training and Experience:

Bachelor’s degree in Social Work, Counseling, Psychology or Human Services from an accredited college or university plus two years’ experience in crisis intervention and case management services with youth and families. Master’s degree in Social Work preferred.

Special Requirements:

Must have and maintain a valid driver’s license.

Knowledge, Ability and Skill:

Knowledge: Knowledge of the principles, practices and procedures of professional social work. Knowledge of the laws, regulations and ordinances that govern social & youth service programs. Knowledge of the resources available to clients

Ability: Considerable ability to provide outreach, crisis intervention and counseling to youth and families. Considerable ability to establish and maintain rapport with clients and effective working relationships with superiors, co-workers, other officials, agencies and the general public. Ability to work as part of a team to plan, organize and supervise various programs. Ability to effectively communicate both orally and in writing. Ability to coordinate creative programming for youth. Ability to participate in physical activities with youth and families.

Skill: Excellent verbal and written communication skills; aptitude for working with families and youth and maintaining effective working relationships with various groups; problem solving skills; strong organizational skills, basic knowledge of Microsoft Office, Outlook and skill in using the above mentioned equipment

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			

Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-Outdoor Programming		X		
Other-				
Other-				

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting			X	
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling			X	
Reaching with hands and arms			X	
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Driving		X		
Other-Describe				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)		X		
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies

Analytical –Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design – Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyses information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar;

Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Leadership – Inspires, respect and trust: Provides vision and inspiration to peers and subordinates.

Change Management – Develops workable implementation plans; Communicates changes effectively; Monitors transition and evaluates results.

Delegation – Delegates work assignments; Matches the responsibility to the person; Provides recognition for results.

Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen – Understands business implications of decisions.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity - Shows respect and sensitivity for differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Strategic Thinking – Develops strategies to achieve organizational goals; Understands

organization's strengths & weaknesses; Adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Demonstrates persistence and overcomes obstacles;

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes and schedules staff and their tasks.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach and/or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Complete tasks on time or notifies appropriate person with an alternate plan

Initiative – Undertakes self-development activities; Asks for and offers help when needed.

Innovation – Generates suggestions for improving work.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)