Tri-County Community *Action Partnership*
Position Description

Position Title: Community Services Specialist	
Department: Community Services	**Status:** Full-time/Non-Exempt
Pay Grade: Grade 7/Union	**Location:** Brainerd/Little Falls/Long Prairie
Position Reports to: Community Services Director	

Mission Statement

"TCC engages the entire community to listen to and partner with low income individuals and families to expand their opportunities to move out of economic poverty and towards prosperity."

Summary

The Community Services Specialist will provide case management to families and individuals who need self-sufficiency and/or emergency services as directed by agency programming. Prepares or assists in preparing simple to complex tax returns for individuals or small businesses and will also assist families and individuals with financial literacy or budget counseling. Acts as a liaison for parents and staff in financial literacy and financial needs. Assists program participants and those in the community in securing social services, Medicaid and CHIP health insurance, maintaining and renewing existing coverage and helping families in the community select and choose plans suited to their needs.

Primary Duties - *All TCCAP staff are required to actively recruit families for agency programs.*

- This position identifies family and individual involvement activities for families which contribute to self-sufficiency.
- The position will be involved in tax clinics, prepare tax returns, organize appointment schedules for tax clients and conduct marketing to reach new tax clients and community volunteers.
- Communicate with agency/program staff and provide follow-up services to families with ongoing needs.
- Maintain up-to-date documentation/contact notes on each family in compliance with state, federal and grant requirements.
- Complete monthly and quarterly reports as needed per program/grant guidelines.
- Participate in recruitment and promotion events (i.e. open house, county fair, community action, etc.
- Establish cooperative referral relationships with other agencies and continually be aware of available community resources.
- Work cooperatively with other team members and demonstrate a strong ability to contribute to a positive work environment.
- Attend trainings and attain any certifications to maintain a thorough understanding required by the program/grant guidelines.
- Collect, analyze and report data on consumer issues and problems.
- Reach out to networks and community members to promote availability of all agency programs.

Qualifications

- Two (2) years' experience with emphasis on direct contact with customers required.
- One (1) year experience preparing tax returns for individuals or small businesses, preferred.
- Preference will be given to those who can demonstrate that they have worked with or in the non-profit area.
- Associate Degree in Finance, Human Services, Social Sciences, Psychology, Sociology, or closely related field preferred.
- One to two years working with health insurance, navigation preferred

Physical Requirements

- This position includes light work, lifting up to 20 pounds, with frequent lifting/carrying of objects weighing up to 10 pounds.
- Able to tolerate a variety of odors, family living conditions, lifestyle choices, and other behaviors encountered during home visits.
- Hear and speak in order to use telephone and/or communicate with people inside and outside the organization.
- Able to effectively verbally and orally communicate in the English language including following oral and written instructions.
- Sit at a desk for extended periods of time and perform work sitting at a computer.
- Stand and walk around the organization repeatedly throughout the day.
- Apply manual dexterity, visual acuity and ability, for computer keyboarding, office equipment use, reviewing detailed reports, information, and fine print.
- Able to work a flexible work schedule, nights and weekends on occasion including attending events/meetings as needed.
- Must possess valid MN driver's license and proof of insurance and be able to travel to family homes regularly throughout the week.

I have read and understand this description of my position.

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Employee Signature Date