Main Office
405 N. Elm Street, Lumberton, NC 28358
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JOB DESCRIPTION

Title: CSBG Operations & Engagement Administrator (Southeastern Region)

Status: Exempt

Terms: Permanent Full Time

Department / Location: CSBG / Lumberton, NC

Reports To: CSBG Director (Southeastern Region)

Job Summary

Provide comprehensive support to customers participating in the Self-Sufficiency Program. Serve as a backup in the absence of the Director. This role involves guiding customers through the program, helping them set and achieve goals, and connecting them with necessary resources. The ideal candidate will have strong interpersonal skills, a deep understanding of social services, and a passion for helping individuals and families achieve self-sufficiency. Any other duties as assigned.

Essential Duties and Responsibilities:

- Articulates easily and distinctly.
- Displays capacity for independent thinking.
- Demonstrates familiarity with agency programs.
- Deals with tasks in order of priority.
- Assures compliance with specifications.
- Displays tact and diplomacy in everyday conduct.
- Conduct initial assessments to determine customers' eligibility, needs, strengths, and goals.
- Develop and implement individualized service plans in collaboration with customers.
- Provide ongoing support and guidance to customers, helping them navigate the program and overcome barriers.
- Connect customers with community resources, such as employment services,educational opportunities, housing assistance, and financial counseling.
- Monitor customers' progress and adjust action plans as needed to ensure successful outcomes.
- Maintain accurate and up-to-date customer records, ensuring confidentiality and compliance with program policies.
- Recommend workshops and training sessions to enhance customers' skills and knowledge.

- Collaborate with program staff and community partners to coordinate services and support for customers.
- Advocate for clients and provide customers.
- Complete required reports for program and funder.
- Comprehend and follow the policies and procedures of the self-sufficiency program.
- Participate in program evaluation and continuous improvement efforts.
- Travel as required by the department and the agency.

Professional Responsibilities:

- Maintain caseload in Robeson County.
- Assist with coordinating community needs assessment for funding.
- Assists staff in arranging meetings and surveys to determine community needs and priorities.
- Collects information on related programs and services through local agencies and institutions.
- Develops close working relationship with local agencies and institutions.
- Provides direction and technical support of staff in meeting program goals and objectives.
- Assesses training needs for existing CSBG employees and conducts in-service training for staff
- Identifies competency gaps and provides specific training to employees.
- Develops training aides and manuals.
- Develops monthly training schedule for all Southeastern CSBG personnel.
- Tracks and reports on training and verifies outcome each quarter and for the end of year report outcomes.
- Tracks and monitors caseloads, contact time, outcomes, and production for all locations.
- Develops partnership agreements and establishes relationship with external training suppliers.
- Provides supervision for staff. Meets with staff quarterly to review outcomes of the program. Conducts annual performance evaluation.
- Oversees proper maintenance of centers in the Southeastern region.

Education Requirements:

- Bachelor degree Social Work, Sociology, counseling, or related field with 3-5 years of case management experience.

General Qualification Requirements

- 2-3 years of clerical, secretarial, or office experience.
- Requires minimal to moderate travel.
- Requires energetic person with planning and organizing capability.
- Must be able to input data into a computerized database CARDS, NC Care 360, and or any other CSBG or agency required databases
  Should be able to carry out research projects, to analyze data and prepare compute database generated reports.
- Requires knowledge and ability to work excel, word, create PowerPoint presentations, and Adobe.
- Requires the knowledge to monitor funding for client services, along with other CSBG expenses.
- Requires the knowledge of grant writing process and the ability to assist Director with maintaining funding grants.
- Must be able to communicate effectively with clients, staff, and public.
- Should be able to carry out research projects, to analyze data and prepare computer
  generated and written reports.
- Must be sensitive to the needs of under-served families and committed to the goals and purposes of the Community Services Block Grant Program and other programs within its umbrella. Position demands tact and ability to handle matters of a confidential nature.

Equal Opportunity Employer