



**Friendship
Trays** Meals on Wheels of
Charlotte-Mecklenburg

Job Title: **Social Services Coordinator**

FLSA Status: Temporary* Full Time Exempt

*based on contractual grant funding

Reports to: Community Outreach Director

Supervises: Social Work Interns as assigned

Revision Date: July 12, 2021

POSITION SUMMARY:

The Social Services Coordinator serves as a key member of the outreach team providing social work services to food insecure clients who may need assistance to locate and connect to supportive services. The Social Services Coordinator will work with the administrative team to assist callers/clients in need and expand the reach of the organization. He/She will collaborate with partner agencies and referral partners to provide improved access to resources for individuals experiencing food insecurity.

ESSENTIAL FUNCTIONS:

1. Interact with compassion and dignity with clients who are in crisis situations. Assist current and potential clients who call with questions or issues concerning referrals.
2. Work with the administrative team to assist callers without active referral sources and assist them in securing food/services upon proper assessment.
3. Work with clients reaching the maximum referral allowance to ensure they have the necessary support systems and resources in place.
4. Identify people within our database who are food insecure and have few supports. Develop individualized care plans for those needing longer term resources. Complete an ecomap as needed to identify social and personal relationships, and assist to link to other supportive services, such as applying for foodstamps, Medicaid, LIEAP, employment services, disability and social security.
5. Based on assessment, provide/approve additional L&F referrals while additional resources are being located and linkages made.
6. Maintain up to date knowledge of community initiatives, programs and resources. Research additional resources.
7. Assist with home deliveries for those who might need additional assistance to do assessment.
8. Document all client interactions in confidential file.
9. Provide reports on clients served, assessments completed, services rendered, etc.
10. Serve as a liaison with government agencies, nonprofit partners and referral sources to get our clients information about and access to DSS services and other services/programs.
11. Attend staff meetings, staff trainings and other meetings as needed.
12. Represent the organization as requested by the Executive Director.
13. Participate in and support Loaves & Fishes' fund raising efforts.

QUALIFICATIONS:

1. BSW with 3 or more years direct client services or MSW with community resources experience.
2. Professional telephone presence. Ability to speak Spanish is a plus.

3. Thorough knowledge of community resources and government assistance programs. Experience in case management, implementing individual careplans, making referrals to appropriate services and monitoring/reporting progress.
4. Proficiency in basic computer operations and complex database systems. (Microsoft Office-Outlook, Word, Excel, FishNet, etc.)
5. Exceptional interpersonal, oral, written, and presentation skills.
6. Dependable and punctual team player.
7. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time
8. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicities, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations
9. A passion for the mission of Loaves & Fishes is essential.

To apply, please use Social Services Coordinator in the subject line and email a cover letter, resume, and three professional references to HR@loavesandfishes.org.