



Southwest Michigan Community Action Agency

SERVING BERRIEN, CASS, AND VAN BUREN COUNTIES

Helping People. Changing Lives.



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Job Description

JOB TITLE:	Community Services Assistant		
CLASSIFICATION:	05	EXEMPT (Y/N):	N
SUPERVISOR:	Community Services Manager	DATE PREPARED:	01-11-22

SUMMARY:

The Community Services Assistant is expected to be knowledgeable of the programs administered by the agency and of community resources which augment those programs and of other agency programs that are available to low-income families and individuals. Community Services Assistants may represent the agency in the county in which their office is located, attending meetings as requested by their supervisor and interacting with other providers of services. They are also expected to interview clients and determine eligibility for agency programs and provide required follow-up at predetermined intervals. May be required to travel out-of-the-area and/or overnight.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:*

- Oversee daily operations, paperwork, staff and volunteers at the office to which they are assigned
- Provide intake services, primarily interview clients requesting services, determine eligibility, complete applications, and work with other service providers and vendors to meet the client's emergency and other program needs
- Attend monthly and quarterly commodity distribution at the site to which they are assigned to include: count delivered products to assure a sufficient supply, set up distribution area, prepare paperwork, troubleshoot on distribution day, and prepare and submit site reports
- Accept applications for food commodity programs and distribute emergency pantry food on referral
- Refer clients as necessary to other agencies for services
- Maintain positive working relationship with other local social service agencies
- Represent the Agency at meetings with senior centers and other programs
- Provide intake and emergency services in other offices as needed and assigned
- Provide back-up and support for all Community Services emergency programs, projects, and services and act as a valuable team player of the Community Services department as requested



Southwest Michigan Community Action Agency (SMCAA) is dedicated to empowering diverse people in need and supporting their journey towards economic security.





The above statements are intended to describe the general nature of the work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent required.
- Previous experience in an office or another social service agency working with low income people preferred.

REQUIRED SKILLS: *There may be Agency-provided training to a qualifying applicant. Not all stated requirements may be a disqualifier.*

- Computer experience preferred; ability to operate routine office equipment; familiar with filing systems and database input
- Strong interpersonal skills with people from all socioeconomic backgrounds
- Ability to speak Spanish preferred

CERTIFICATES, LICENSES, REGISTRATIONS:

- Capability to become a certified DHHS Navigator

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:*

- While performing the duties of this job the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand, walk, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and stoop, kneel, or crouch.
- The employee may be required to lift 25 pounds.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:*

- Noise level in this environment is usually moderate.

GRANT OR EXTERNALLY FUNDED POSITION:

This position will continue only if sufficiency grant or external funds are provided.

SMCAA ON DIVERSITY, EQUITY, AND INCLUSION:

SMCAA is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression,



unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

SMCAA believes that all people belong and deserve fairness, justice, and inclusivity. The strength of our community comes from our diversity and we celebrate the visible and invisible qualities that make each person unique, including race, gender, age, sexuality, ability, religion, national origin, gender identity, and other identities.

SMCAA is committed to aligning our culture and business practices to be a beacon of diversity, equity, inclusion, and belonging for all people. SMCAA will continue to reflect diversity in its organizational governance, volunteer structure, staffing, funding decisions, and policies. Through this commitment, SMCAA strives to be a role model in Southwest Michigan by partnering with other community organizations to strengthen an effective human service system that reaches out to all people in the tri-county area.

SMCAA diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

Reasonable accommodations may be made to enable individuals with disabilities to perform all the essential functions described above for this particular job position.