

Community Specialist, Madonna Manor (Jackson, MS)

The Community Specialist is primarily responsible for resident assistance on a case-by-case basis, specifically for low- to moderate-income elderly/disabled residents. Additionally, responsibilities include creating and implementing resident service programs. Programs are intended to support the whole individual, increase economic self-sufficiency, access to opportunity, and remove barriers which prevent individuals from being fully engaged in their community.

Essential Functions:

- Provide general service management including intake, education (services available and application procedures) and referral of residents to service providers in the general community. These social services may include:
 - Counseling – Deliver Me Food Service
 - Financial Assistance – other needed services
 - Home Health Aides – preventive health screening
 - City of Jackson – transportation
- Provide information and refer individuals to public or private agencies or community services for assistance with elderly patient care.
- Advise residents regarding food assistance, money management, sanitation, or housekeeping.
- Develop a Resource Directory that includes a listing of state and/or local service providers that residents can contact for assistance. Examples include services to individuals who are elderly, persons with disabilities, and emergency assistance.
- Sponsor educational events that can include subjects relating to health care, agency support, life skills, referral sources, and others as needed.
- Facilitate the formation of resident associations within the property if the residents are interested. The formation of these groups assists the residents in planning social events, organizing activities, and discussing daily life issues.
- Monitor the ongoing provision of services from community agencies and keep the case management plan current with the progress of the individual.
- Manage the provision of supportive services where appropriate.
- Serve as a liaison to community agencies, network with community providers, and seek out new services available to the residents.
- Assist the residents in building informal support networks with other residents, family, and friends.
- Collaborate, when requested, with Property Management to resolve any day to day challenges and/or unanticipated events
- Work with local community service programs to coordinate the provision of services and to tailor services to the needs and characteristics of residents.
- Conduct outreach for community programs and recruit participants.

- Provides general or limited case management (i.e., evaluation of social, psychological, and physical needs and the development of a service plan) for a resident when such service is not being provided by the larger service community.
- Utilize evaluation and feedback tools and strategies to ensure programs are meeting resident needs; adapt programming as needs.
- Track data as required and work with staff on grant applications and program reporting.

Qualifications:

- Bachelor's degree in Social Work or degree in Gerontology, Psychology or Counseling or equivalent professional experience is preferred.
- Trained in the aging process, elder services, disability services, drug, alcohol and medication abuse and mental health issues.
- Knowledge and experience in practice areas such as community organizing, civic engagement, community revitalization, strengthening partnerships.
- Demonstrated ability to work in an environment with independent decision making and flexible scheduling.
- Successful community specialists are great networkers with an understanding of civic engagement.
- General familiarity with the Greater Jackson Area and state of Mississippi; knowledge and expertise working with low income families.
- Knowledge of eligibility for and applications procedures of federal and state entitlement programs.
- Candidate must possess experience with working with diverse populations, case management and record keeping skills, as well as knowledge of local and state resources.
- Excellent writing, editing, analytical, organizational, and oral communication skills. Ability to collect, review, synthesize, disseminate and present information and findings to broad and diverse audiences.

Requirements:

- Self-directed with ability to translate concept into action and effectively communicate conceptual program framework to management, residents, and community partners.
- Excellent planning and project management and analytical skills.
- Must demonstrate a high degree of initiative and be productive and results-oriented.
- Demonstrate skills in facilitation, relationship building, and collaborative planning.
- Show knowledge, sensitivity, flexibility, and poise to work with and support individuals/organizations from diverse cultural, social, and ethnic background.
- Strong team orientation and relationship building skills.
- Ability and willingness to travel.



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Compensation:

This is a full-time (40 hours/week) position. **Salary Range is \$32,000 - \$40,000.** Benefits include health insurance, short- and long-term disability insurance, paid vacation and 401(k) retirement plan.

Interested Candidates should apply at www.indeed.com

Key word(s): Springboard to Opportunities, community specialist, Madonna Manor