

## Springboard To Opportunities

### Community Social Worker

[www.springboardto.org](http://www.springboardto.org)

**Organization:** Springboard To Opportunities is a rapidly growing 501©3 organization that connects families living in affordable housing with resources and programs to help with advancement in school, work, and life.

**Reports To:** Chief Executive Officer

**Classification:** Full-Time (Exempt)

**Supervisory Functions:** None

**Major Function:** To provide supportive services and access to opportunities needed to help the individuals in affordable housing actualize their dreams in life, school, and work. The successful candidate must have a deep desire to work with people and create sustainable change. Having a deep understanding of how to provide individual and / or group support to families that have experienced sustained challenges due to the traumatizing impact of poverty is critical.

- **Provide Individual Care** - Provide support for a population encountering a wide range of challenges, including poverty, trauma, and family challenges. Provide case management services to help guide people to overcome personal challenges such as unemployment, illness, loss, family dysfunction, and other crises.
- **Perform Community Assessments** – To create positive changes in local communities, the successful candidate must first carefully assess geographically specific challenges and opportunities. They must possess the ability to partner closely with local leaders and residents to discern what local issues can be most effectively addressed and implement community-proposed solutions.
- **Connect Clients to Local Services** - A primary responsibility is to help families by connecting them with needed resources. They help families get access to services providing education, employment, home ownership etc.
- **Develop Service Plans for Personal Improvement** - Evaluate the strengths, needs, and goals. Develop a plan to help them make progress toward these goals. Overall, the aim is to provide emotional support to help people and groups reach their full potential.

#### **ESSENTIAL SKILLS AND EXPERIENCE:**

- Demonstrated experience effectively connecting participants with complex needs to community resources including low-income populations.
- Very comfortable and adept at using computer and mobile computing technology like Wi-Fi, laptops, smart phones, Microsoft Office products, Google web-based products, databases, etc.
- Proven ability to work collaboratively with supervisors, co-workers, partners, and other community members to identify and achieve common goals. Ability to flexibly meet competing demands of participants, employers, partners and team members while maintaining focus on scope of role to achieve outcomes.
- Effective human services skills such as coaching, mentoring, supervision, client motivation, and tracking of such services.

#### **DESIRABLE SKILLS AND EXPERIENCE:**

- Knowledge of issues faced by low-income families. Ability to conduct respectful outreach and

engagement activities and coordinate wrap around services.

- Demonstrated sensitivity to the needs of low-income populations.
  - Possess excellent critical thinking and decision making skills, which includes regular communication with supervisor to ensure tasks and project goals are in alignment with scopes of work and overall strategic outcomes.
  - Demonstrated ability to communicate complex information in an accessible manner tailored to the audience which includes participants, partners, presentations, etc.
  - Ability to develop and facilitate engaging social development related workshops to groups.
  - Demonstrated organizational and office skills in developing, managing and tracking program materials, processes, and procedures.
  - Ability to personify a pleasant and friendly atmosphere to the general public, staff, leadership, and the Board.
  - Ability to communicate effectively both orally and in writing.
  - Ability to effectively transition between multiple work locations.
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### **QUALIFICATIONS:**

- Minimum of a B.A. in social work and at least 5 years of substantial work experience with evidence of effective work in poverty alleviation, community engagement, program development and advocacy.
- Comprehensive understanding of program design and development, evaluation, systems, networking and community change.
- Knowledge of social and economic indicators affecting low income communities and families, as well as, experience working with low income communities.
- Have demonstrated ability to develop and implement impactful programming, and possess the skills to facilitate productive dialogue within diverse communities and settings.
- Knowledge and experience in practice areas such as public housing, resident services, community organizing, civic engagement, community revitalization, human services, education, and economic development.
- Excellent writing, editing, analytical, and oral communication skills. Ability to collect, review, synthesize, disseminate and present information and findings to broad and diverse audiences.
- Have strong networks and contacts.