



People's Resource Center
Job Posting

MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

Social Services Assistant

Position Overview

PRC is hiring a full-time (35 hours/week) Social Services Assistant to provide direct service to clients and to coordinate the client registration process for all programs that is consistent with program goals and priorities. The primary office location is in Wheaton but there will be traveling to Westmont location. Candidates must be available to **work 5 days a week, including every Wednesday evening and every Saturday morning.**

PRC offers a generous compensation and benefits package to our full time employees, including:

- Medical insurance – HMO, PPO
- Dental insurance – PPO
- Flexible Spending Account participation
- Short Term Disability
- Life Insurance
- SIMPLE IRA retirement plan
- Paid Time Off (PTO)
- 12 paid holidays

Position Requirements

Education and Experience

- Bachelor's degree required, preferably in social work
- 3 years of experience working directly with clients (one-on-one) required
- Experience working with volunteers preferred

Essential Skills, Knowledge, and Abilities

- Able to work effectively with people from other countries & speaking other languages
- Has a passion for social services
- Strong organizational, communication and time management skills
- Able to maintain a high level of confidentiality
- Enjoys working with clients
- Must work well under pressure and be able to respond to client problems
- Knowledge of mainstream benefits preferred
- Knowledge of local or DuPage County resources for low income residents preferred
- Intermediate knowledge of MS Word, MS Excel, Outlook and Internet search engines required; Knowledge of MS Access preferred

Application Process

To apply, please send your resume, cover letter, and salary requirements to resumes@peoplesrc.org.

DEADLINE TO APPLY FOR THIS POSITION IS MONDAY, September 25, 2017

*No phone calls, no faxes please. People's Resource Center is an Equal Opportunity Employer.
This job posting can also be found on our website www.peoplesrc.org - About PRC - Employment Opportunities*

Position Essential Functions

1. Provide direct service to clients
 - Complete applications for government and mainstream benefit programs accurately
 - Ensure accurate community resource information is available for client referrals
 - Provide information, support, and referrals to clients who present in crisis
 - Continually identify and research new community resources to meet the needs of clients
 - In collaboration with empowerment program staff, ensure PRC clients are receiving appropriate internal referrals and resources
 - Provide data quality control by reviewing client database system, reviewing service sheets for accuracy and ensuring appropriate client services are entered into client database system

2. Coordinate and supervise the registration process for all programs
 - Understand the registration process, identify improvements, resolve problems and issues and communicate changes and updates
 - Prepare waiting area and intake stations
 - Working with Volunteer Coordinator, identify, implement and improve upon the process of recruiting and screening registration volunteers
 - Interview, select and orient new registration volunteers
 - Schedule, train, support, recognize and supervise registration volunteers
 - Schedule volunteers for food pantry registration and ensure adequate coverage
 - Prepare and conduct periodic training sessions for volunteers

3. Assist with Family Connections
 - Conduct screening and client assessments to determine eligibility according to established guidelines
 - Provide case management for designated families
 - Participate in client staffing/case review meetings
 - Ensure accuracy and completeness of client files and forms

4. Assist with the management and disbursement of financial assistance funds
 - Conduct pre-screening interviews and client assessments according to established guidelines
 - Provide case management for designated families
 - Communicate with payees to ensure timely financial assistance
 - Ensure accuracy and completeness of client files and forms