

COMMUNITY LIAISON
Pulaski County

Department: Office of Prevention and Recovery

Supervision Exercised: None

Supervision Received: Office of Prevention & Recovery Director

Work is performed with general instruction and supervision. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Exempt, Full-Time

Age Requirement: Individual must be at least 18 years of age

REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS: Drug & Alcohol Testing, Fingerprinting, Background Screening, Current Driver's License, & Driving Record Required

Alternate or Essential Employee: No

Work Hours: Schedule will be based on the needs of the Community Collaboration Center (CCC) participants/programs and may not follow a traditional schedule

Benefits Eligible: Yes

Leave Time Eligible: Yes

ESSENTIAL FUNCTIONS: The essential functions of this position are to provide case management and coordinate resource referrals for clients and their families. Responsibilities include scheduling and coordinating services, maintaining accurate records and documentation, managing supplies and related purchasing processes, and collaborating with community partners to ensure effective service delivery. The position also supports the operational needs of the Community Collaboration Center (CCC) through administrative and other assigned duties. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

JOB REQUIREMENTS: 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.

RESPONSIBILITIES:

- Maintains a caseload for resource and referral services
- Initiates referrals to service providers and community resources to address the needs of the clients and their families
- Oversees supply management and orders for CCC
- Oversees coordination of scheduling of services within the CCC
- Maintains good working relationship with community providers

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- Maintains case records, equipment, inventories and compiles statistical data
- Manages PO's and Invoicing for supplies and contracted services
- Performs additional duties to support operational requirements as apparent or assigned

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

- Considerable knowledge of local mental health, substance use, veteran, and youth service providers
- Working knowledge of case management principles, counseling services, and crisis intervention techniques
- Comprehensive practical knowledge of the technical field, including applicable practices, procedures, and resources

Skills:

- Strong communication and interpersonal skills to effectively coordinate referrals and connect individuals and families with appropriate resources
- Excellent verbal and written communication skills
- Strong analytical, organizational, and decision-making skills
- Independently prioritize and manage multiple complex tasks
- Collaborate effectively as a member of a multidisciplinary team

Abilities:

- Ability to exercise independent judgment and make decisions with limited direction while working within established organizational policies and procedures
- Ability to assess client needs and facilitate appropriate referrals to community resources
- Ability to maintain effective working relationships with community partners, clients, and colleagues
- Ability to adapt to an irregular work schedule, including evenings and weekends as needed
- Ability to achieve expected outcomes while exercising substantial discretion and maintaining accountability for results

ADA REQUIREMENTS: Work is primarily performed in a standard office environment with frequent use of a computer, telephone, and other office equipment. The position requires prolonged periods of sitting, frequent use of hands and fingers for keyboarding and document handling, and the ability to communicate effectively both verbally and in writing. Occasional standing, walking, reaching, bending, and lifting or carrying office supplies or materials up to 20 pounds may be required. The position may require travel by personal or agency vehicle to attend meetings, training, community partner locations, or client visits, as applicable. Employees must be able to exchange accurate information and perform duties effectively in a fast-paced environment that may involve occasional stressful situations.

EDUCATION AND EXPERIENCE:

- High school diploma or General Education Degree (GED) required
- Coursework or training in sociology, psychology, behavioral science, or a related field preferred
- One to three years related experience and/or training preferred

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Develops and sets own personal goals for acquiring new skills and job growth
- Participates in conferences, workshops, webinars, and other opportunities to expand continuing education
- Works with staff to discuss and resolve problems and provide ideas for improvement
- Employees are required to complete and maintain all mandatory safety and compliance training in accordance with company policy and applicable State & Federal regulations.

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **without accommodation.**

OR

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- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **with accommodation(s)**.

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date