



<b>Job Title:</b>	Community Services Specialist	<b>Supervisor:</b>	Angela Cheslock, Program Manager
<b>Department/Group:</b>	Wellspring/Shelter	<b>Location:</b>	413 Dousman St., Green Bay, WI 54303 411 St. John St., Green Bay, WI 54301
<b>Travel Required:</b>	Minimal	<b>Position Type:</b>	Part-Time; 19hrs per week
<b>Will Train Applicant(s):</b>	Yes	<b>HR Contact:</b>	Stephanie Kleman
<b>Date posted:</b>	Tuesday, October 30, 2018	<b>Posting Expires:</b>	Click or tap to enter a date.

To apply, send cover letter and resume to:

<b>FAX OR E-MAIL:</b> (920) 617-8701 or <a href="mailto:humanresources@sjehs.org">humanresources@sjehs.org</a> <b>Subject Line:</b> Attention: Human Resources Re: Community Services Specialist	<b>MAIL:</b> Human Resources St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305
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**Job Description**

**ROLE AND RESPONSIBILITIES**

Wellspring, operated by St. John the Evangelist Homeless Shelter, is a daytime resource center just for women in the heart of downtown Green Bay. The center provides a peaceful, caring place to connect with other women who are facing similar issues and difficulties, especially when their lives get very challenging. For many women in transition, Wellspring serves as another family, a place to belong, a friend away from home-with programming focusing on mind, body and spirit.

Under direct guidance of the Program Manager, this position is responsible for utilizing community resources, building effective relationships in the community and navigating human service agencies in the designated area. The Community Services Specialist will provide one-on-one support as well as group work in the areas of mental health, older adult services and those accessing services to basic needs.

- Advocate and assess problems and establish positive rehabilitative influence
- Establish and maintain effective community relationships
- Complete all necessary paperwork and records, records required statistic and demographic indicators
- Complete thorough and accurate guest intake, referral appointments and assist on-site visitors/agencies as needed. Notify Program Manager of concerns or issues requiring additional attention.
- Facilitate groups in the areas of life skills, health, recovery practices, socialization, education, employment, etc.
- Assist volunteers and Program Manager in opening and closing procedures as well as general cleaning and organizing throughout the day. Includes, but is not limited to keeping outdoor entrances clean (free of debris, leaves and snow).
- Perform all duties as assigned by Program Manager

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School degree, Bachelor’s degree in Human Services, Social Work or closely related field is preferred
- One year of applicable work experience or one year of accredited training
- Knowledge of welfare, health, mental health, older adult resources and other community resources
- Knowledge of federal, state and local rules and regulations governing the delivery or social services



**WELLSPRING**  
EMPOWERING WOMEN

**ST. JOHNS SHELTER**  
ESTD 2007  
RESTORING HOPE



**ABILITIES**

- Utilize de-escalation techniques, trauma and crisis intervention
- Explain service programs to guests, families and others
- Organize and plan work effectively
- Accurately gather and record detailed information and facts

**PHYSICAL/VISUAL/MENTAL DEMANDS:**

Ability to hear and see the work environment; be awake, alert and able to respond to matters requiring immediate attention including individuals and environment. Must effectively monitor, maintain and record information. Physical assess to all areas/levels of facility is necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**TYPICAL WORKING CONDITIONS:**

Person in this position will work less than 1,000 hours pe calendar year. During Shelter season (November – April) the Community Services Specialist is expected to work 2 days at Wellspring: typical hours of operation are Monday-Friday 9am to 4pm, and 1 day at shelter: Monday or Tuesday 5am-9am.

**NATURE OF SUPERVISION RECEIVED:**

Works under the direct supervision of the Wellspring Program Manager. Works independently within the authority limits and experience level. Duties require individual initiative to recognize and research needs and problems. Direction from the Program Manager is to assign and monitor completion of duties, assist in prioritization of tasks, offer help, guidance, explain need for any corrective behavior and train as necessary.

**JUDGMENT EXERCISED/DECISIONS MADE:**

Scope of judgment to be exercised varies with project and growth in position knowledge. Expected to take initiative and make decisions based on shelter rules, policies and procedures. Expected to bring major issues to Program Manager.

**FINANCIAL RESPONSIBILITY:**

Responsible to accurately complete time sheet (hours worked) by established deadline

**SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:**

No supervision of staff is required for this position

**ADDITIONAL NOTES**

Position will report to Wellspring 2 days per week and 1 day a week at Shelter from November – April. From May – October, position will report to Wellspring 3 days per week.

Reviewed and Approved By:	Alexia Wood	Date:	October 30, 2018
Last Updated By:	Stephanie Kleman	Date/Time:	10/30/2018