



JOB ANNOUNCEMENT

JOB TITLE:	Resident Services Specialist In-Training	STATUS:	Part-Time / 52 Weeks/ 20 hrs per week / No Benefits
		FLSA Status:	Non-exempt
PROGRAM:	Economic & Community Development Programs Laurel Tree, Carlsbad	EEOC Job Category:	Professional
SALARY RANGE:	\$14.42 to \$17.14 per hour	SEIU Local 221 Union Position: Pending review / Union Membership & Dues Applicable	
OPEN	Opens in-house on 2/06/15. Opens to the public on 2/17/15.		

About MAAC

MAAC has recently emerged from a period of significant growth in its programs, budget and staff. MAAC now has an annual budget in excess of \$43 million and has approximately 500 full time employees.

MAAC’s President/CEO, Arnulfo Manriquez, is committed to developing a cohesive management team that will not only further embrace the value of MAAC as a single entity, but a team that will continuously build upon its current strengths to bring greater excellence to MAAC. One of his key initiatives is to enable the organization to integrate all of its practices, programs and systems into a strong, comprehensive structure that will serve to support MAAC’s mission, goals and objectives. MAAC is on the road to creating a culture of excellence. We hope you will consider applying for a position with MAAC to join us on our journey.

MAAC is a multi-purpose social service agency with a successful history of serving various communities throughout San Diego County. In 1965, MAAC opened its doors to serve San Diego's disadvantaged and now has centers strategically located as far south as San Ysidro and as far north as Camp Pendleton. One million clients later, MAAC is still acting as a catalyst to help individuals and families become self-sufficient. Serving approximately 35,000 individuals per year, MAAC provides a spectrum of unique programs designed to assist clients by engaging them in the enhancement of their own lives through lifestyle changes.

MAAC’s programs strive to improve clients’ economic standing as well as their ability to access resources available to them. Included among the many programs and services now offered are Head Start/Early Head Start/State Preschool/QPI and other related early childhood development programs, two culturally specific recovery homes: Casa De Milagros and Nosotros, award-winning affordable housing complexes, community and workforce development programs, and a community charter school. MAAC’s commitment to environmental sustainability carries the non-profit into the future with its low-income home weatherization program. For more information, visit www.maacproject.org.

DEPARTMENT/PROGRAM DESCRIPTION

MAAC’s Economic and Community Development programs offer a multitude of services centered upon the basic needs of low and moderate-income residents throughout the County. Utilizing a “Bundling of Services” approach, we work closely with individuals to address behavioral goals and identify supportive services, ultimately leading participants towards self-reliance. Services offered in our STEP (Striving Towards Economic Prosperity) Centers encourage people to achieve and sustain self-sufficiency by overcoming barriers to employment, increasing income, and engaging in behaviors that lead to economic, family, and community responsibility and stability.

DEFINITION

This position has been designed to provide individuals the opportunity to obtain hands-on experience to enable them to meet MAAC's experience and education requirements for the classification of Resident Services Specialist. Incumbents in this classification are limited to a maximum of a two (2) year term (appointments may be made for a shorter period of time), at the conclusion of which the incumbent may be considered for a position as Resident Services Specialist. The incumbent, under supervision, provides STEP services to clients utilizing a "bundling of services" philosophy. Services are based on a three-pronged approach; overcoming barriers to employment, enhancing income and/or employment and promoting behaviors that lead to financial stability.

Incumbents are assigned to provide client services at multiple locations throughout San Diego County. Currently, integrated STEP Centers are located at five MAAC Affordable Housing sites; Laurel Tree (Carlsbad), Mercado (Barrio Logan), President John Adams Manor (Bayshore), San Martin de Porres (Spring Valley) and Seniors on Broadway (Chula Vista).

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Provides supportive services to clients related to overcoming barriers to employment including, but not limited to, connecting clients to resources such as Cal-Works; resume and interview coaching; access to vocational training programs; computer training, and referrals to immigration assistance.
- Provides supportive services to clients that enhance income and/or employment, including, but not limited to, securing unemployment benefits during a job search; weatherization and energy program referrals; referrals to emergency assistance such as food and shelter; access to free or low-cost medical insurance; and free income tax preparation.
- Coordinates and manages monthly food bank distributions at assigned sites. May coordinate volunteer duties and schedules.
- Provides direct assistance (e.g. translating documents) and links residents to services; assists with training activities in areas such as leadership, advocacy, and work readiness.
- Collaborates with other MAAC programs to provide client services and community outreach.
- Prepares and plans Volunteer Income Tax Assistance (VITA) season assistance at assigned sites, including, but not limited to client outreach.
- Provides information and education for clients related to the CA Lifeline Educations/ Outreach Campaign.
- Helps residents become informed and prepared for civic engagement.
- Engages in intergenerational work with residents and nearby schools.
- Assesses skills, abilities and interests as related to client needs.
- Initiates and maintains records and outcomes related to client services; prepares and completes activity reports as assigned.
- Enters data and client stories, as required, in the agency Management Information System in a timely and accurate manner.
- Attends job fairs, resource fairs, community events, and meetings as required.
- Provides orientation, workshops and stand-up presentations as required.
- Performs other related duties as assigned.

QUALIFICATIONS AND SKILLS

Knowledge of:

- Social services in San Diego County
- Case management skills; accurate and thorough documentation skills

Ability to:

- Effectively communicate with persons of diverse cultural/socio-economic backgrounds
- Clearly present information both orally and in writing in English and Spanish

EDUCATION/EXPERIENCE/CERTIFICATION/SPECIAL REQUIREMENTS

- A typical way of demonstrating the knowledge, skills and abilities outlined above is an Associate Degree in Social Work or related field AND one (1) year of experience in the field of employment, job training, or related social services in a social service agency.
- Incumbents should maintain enrollment in a Bachelors degree program while obtaining the additional experience requirements outlined above.
- Bilingual/biliterate (English and Spanish read, write, speak) skills are required.
- Able to work a flexible schedule, including occasional evenings and weekends.

VALUE-BASED BEHAVIORS

- Listens attentively to others; asks clarifying questions to gain a better understanding of the other person's views and underlying assumptions
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers
- Identifies and takes advantage of opportunities for personal and professional development
- Attends work consistently and punctually arrives to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines
- Honors the private and confidential matters of co-workers. Protects the proprietary information of MAAC systems
- Follows rules, regulations, and policies; positively contributes to implementing changes
- Deals with issues directly, in a respectful and timely manner. Focuses on resolving the issue while not criticizing the person

HEALTH STATUS

Must have a physical examination as required by state and federal regulations, and a drug screen by a doctor/clinic designated by MAAC prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to stand, walk and sit, talk or hear both in person and by telephone; uses hands to finger, handle or feel objects or controls; reach with hands and arms. An employee also is regularly required to stoop, kneel, bend, crouch or crawl, climb or balance and lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with MAAC management, department managers and staff, Parent Policy Council, parents, community and business leaders, local elected officials, representatives of funding agencies, the media, the public and others encountered in the course of work, some of whom may be dissatisfied or upset.

BACKGROUND CLEARANCE

All positions are subject to a background/education check, DMV check, NSOR, exclusion and debarment checks prior to hire and periodically throughout employment as required by various funding sources.

TRANSPORTATION

Must have and maintain a valid California Driver's License, daily use of a personal, insured vehicle, and have and maintain a motor vehicle driving record acceptable to MAAC's insurance carrier. Incumbents will be enrolled in the California DMV Pull Program.

UNION MEMBERSHIP

This position is represented by Service Employees International Union, Local 221, CTW. Dues/deductions begin after 30 days of employment.

HOW TO APPLY

Please download an application from the employment section of our website, www.maacproject.org, and send the completed application with your resume via email to MAACHRrecruiter@maacproject.org. You may also fax your documentation to (619) 426.3443.

Disclosure: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.

In compliance with The Immigration Reform and Control Act of 1986 (IRCA), new employees are required to prove that they are legally entitled to work in the United States and must provide documents that establish both identity and employment eligibility as required for completion of the Employment Eligibility Verification form (Form I-9).

MAAC is a smoke and drug free workplace.

MAAC is an Equal Opportunity Employer (Minorities/Females/Disabled/Veterans).

MAAC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. MAAC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

MAAC expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.

An applicant or an employee may request a reasonable accommodation at any time, verbally or in writing. A reasonable accommodation request can be made by contacting the Human Resources Department at (619) 426-3595 or by sending an email to MAACHRrecruiter@maacproject.org.

MAAC Human Resources
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(619) 426-3595 • HR Fax (619) 426-3443