



Social Services Coordinator

DRAFT - Position Description

FLSA Status:	Non-Exempt/Eligible for Overtime
Reports To:	Director of Administration & Development/Social Work Supervisor
Department:	Mayor's Office
Salary:	\$29.94 - 49.69 (2025)
Civil Service Status:	Non-Classified
Schedule:	Permanent Part-Time (less than 28 hours/week)
Revision Date:	11/14/2025

Purpose of Work

Under general direction of the Director of Administration and Development and a third-party social services subject-matter expert, partners across City functions to provide referrals, resources, crisis response, and education to community members in need.

Essential Position Functions

1. Manages a caseload of clients to provide linkages to healthcare, social service, and other community resources
2. Partners with various departments, such as Police, Code Enforcement, Recreation, Mayor's Court, and others to identify and respond to community members in need
3. Builds relationships with clients to establish trust, reduce barriers, facilitate access to resources, and empower independence
4. Follows up with clients to ensure resources are utilized
5. When appropriately cleared by law enforcement, assists in responding to incidents with crisis intervention, advocacy, and connection to resources
6. Performs regular check in home visits and phone calls with clients, maintains documentation and confidential client information
7. Creates and maintains resource directories for internal and external use
8. Provides staff training and education on resources and methods to assist community members
9. Provides excellent customer service to both internal and external customers
10. Maintains licenses and certifications as required

Supervisory Responsibilities

None.

Minimum Qualifications

1. Masters degree in Social Work from an accredited college/university or an equivalent combination of skills and experience
2. 2 or more years of experience in social services with experience assisting vulnerable populations
3. Valid state of Ohio motor vehicle operator license, insurability under the City's vehicle policy
4. CPR/AED Certification

Knowledge of:

- Applicable laws, regulations, policies, procedures, and requirements of the City and State of Ohio, including Ohio Ethics law and Public Records law
- Community risk reduction strategies
- Social services and resources in Central Ohio
- Medicare/Medicaid and other health insurance benefits

Skill in:

- Use of computer and software programs, such as word processing, database, spreadsheet, and presentation applications.
- Documentation and maintenance of client files
- Supporting vulnerable populations, including individuals experiencing homelessness, substance abuse, and mental illness
- Excellent communication skills, including written, verbal, and interpersonal skills

Ability to:

- Work with minimal direction to manage/prioritize tasks and projects
- Solve problems, make decisions, listen effectively
- Calmly deal with crisis situations
- Develop and maintain positive relationships with employees and the general public
- Collect, analyze, interpret, and record data
- Identify problems or potential problems and recommend corrective measures
- Travel to various locations around the City, including residents' homes
- Effectively communicate with community members from all backgrounds
- Respond to situations that in a way that is sensitive to inclusivity and cultural dynamics
- Maintain confidentiality when working with sensitive information



Physical Demands and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, and talk and hear. The employee is frequently required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

Work is performed at both an office and off-site environment. Must be able to drive to various locations throughout Central Ohio. In performing the duties of this role, the employee may be exposed to people experiencing mental health challenges, trauma, or other difficult situations.

