



Service Navigator

Department of Community & Career Services

333 Sheridan Ave Albany, NY 12206

ABOUT ALBANY COMMUNITY ACTION PARTNERSHIP:

THE POWER OF CHANGE

Albany Community Action Partnership (ACAP) is a source of direct support for families who live in poverty in Albany, New York. The majority of program participants are from economically vulnerable families with incomes below 75% of the federal poverty threshold (or \$20,160 for a family of three - the average family size of ACAP's customer population). For 50 years ACAP has been providing a network of programs which serve the needs of children and families living in poverty.

Our prominent programs include: Early Head Start, Head Start, Energy Assistance and Weatherization, Career Pathways, Healthcare Opportunities Grant, and we support parents through Employment and Dress for Success. Through its programs, ACAP has created positive change in the lives of children and families in Albany, Cohoes. ACAP embodies the spirit of hope, improving communities and making the Capital Region a better place.

RESPONSIBILITIES:

Utilize database(s) to complete customer intake inclusive of application and determination of eligibility for services. Obtain timely and accurate documentation to establish income eligibility and other general eligibility criteria, and follow up as needed to secure documents. Conduct assessment and re-assessment of customers to establish services plans to assist in tracking, measuring and evaluating individual and collective progress against outcomes, scales, and continuums of program services. Provide referrals of customers to ACAP program services as well as other public or private agencies and community services for assistance, assuring smooth service transition. Facilitate active customer involvement in these services and development plans, including assistance with access to food stamps, child care options, food, money management services, locating housing, and employment. Monitor service plans on at least a monthly basis and maintain contact notes on database to document plan engagement. Perform a variety of programmatic & administrative customer-centered tasks including, but not limited to, customer outreach & intake, required data collection & record-keeping, assisting program team with planned activities.

QUALIFICATIONS:

Associates Degree in Human Services, Social Work, Sociology, or related area, or a Family Development Credential is required. High School Diploma with 6 years of related experience is acceptable in lieu of degree. Strong interpersonal, communication, engagement, and customer relations skills required. Strong computer skills, including word processing, data entry and spreadsheet in a windows environment required. Bilingual or multilingual skills are a plus. A valid driver's license with reliable transportation and the ability to travel throughout the county necessary.

BENEFITS/PAY:

Health, Dental, Vision; Vacation, Sick, Personal Leave; Holidays; Educational Assistance; 403(b); Starting \$14.52 with the potential for increase every year based on performance

CLASSIFICATION / HOURS:

Non- Exempt, 40 hours per week; 52 weeks per year.

APPLICATION PROCESS:

Please send a cover letter and a current resume to:
Albany Community Action Partnership, Human Resources
333 Sheridan Avenue, Albany, NY 12206
FAX: (518) 463-8185
E-MAIL: HR@albanycap.org
Selected Candidates will be contacted for interview.
No Phone Calls Please

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We maintain a drug-free workplace and perform pre-employment
substance abuse testing**