

COMMUNITY SERVICE ADVISOR

DEFINITION OF WORK

Under regular supervision, performs responsible professional work assisting families, individuals and businesses in relocating to replacement housing/properties; assists the residents of various neighborhoods and community resources in participating in the Community Development Program and related programs; serves as a liaison between neighborhood associations and City departments relative to the delivery of City services; assists neighborhoods in developing strategies for their communities to enable them to become self-empowered; periodically attends monthly associations meetings; arranges/attends neighborhood meetings at the request of Board of Aldermen and other City officials.

EXAMPLES OF WORK

Evaluates relocation needs for project year; interviews relocatees and clients; explains relocation program; determines eligibility and housing needs of relocatees; investigates housing alternatives and develops housing inventory; counsels displacees on rights, responsibilities and eligibilities; provides transportation; makes follow-up visits to relocated clients; inspects housing; compiles data; prepares reports; fills out required forms; identifies and catalogues neighborhood associations city-wide; meets with neighborhood associations to explain programs available to assist them in community development programs including pertinent eligibility criteria, rules and regulations; organizes and conducts meetings with various groups, agencies and individuals for purposes of informing them of program availability utilizing a variety of materials and equipment; disseminates program information to interested persons; refers persons to other service agencies; researches guidelines and regulations to remain current on changes; conducts research in various neighborhoods to obtain information for planning and programming input; provides pre-purchase and home maintenance; conducts pre and post-construction interviews with rehabilitation participants; assists in implementing a comprehensive public relations/information program to inform the public of the range of housing programs and redevelopment efforts.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to a bachelor's degree in sociology, psychology, social work or a related field and some experience in community organization.

Knowledge, Skills and Abilities: Thorough knowledge of the principles and practices of case work; general knowledge of relocation regulations and case work methods; general knowledge of the geography of the City and availability of housing resources; ability to meet the public and deal with families under hardship conditions; ability to work effectively with landlords, owners and displacees; thorough knowledge of neighborhood organization strategies; ability to establish and maintain effective interpersonal relationships especially with neighborhood residents; ability to explain and promote the availability of services to the public. Must be available to attend evening meetings. Possession of a valid North Carolina driver's license. Familiarity with Windows 95 and WordPerfect preferred.