

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Social Service Coordinator	<b><u>CLASS NUMBER:</u></b> 70206	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Justice Policy and Programs	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N17	<b><u>POSITION CONTROL #:</u></b> 130013
<b><u>POSITION LOCATION:</u></b> 373 S. High St., 25 <sup>th</sup> FL., Columbus, Ohio 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00AM – 5:00PM	<b><u>SUPERVISOR (PCN):</u></b> Social Service Administrator (130032)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Re-Entry Navigator(s)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Social Services Coordinator is to oversee the implementation of social services programs intended to work with the justice involved population to assist in their successful transition from a carceral setting into the community; identify and address barriers to service and work collaboratively to resolve; promote and plan for collaborative opportunities supporting medical and behavioral health services linkages, securing of basic needs, employment readiness and referrals, peer support linkage, benefits application assistance and other evidence informed practices that promote the health, welfare and habilitation of justice involved individuals.

**JOB DUTIES:**

Responsible for the Franklin County Rapid Resource Center's (RRC) overall delivery and oversight at both Franklin County Correctional Centers located at 2460 Jackson Pike and 2551 Fisher Road II. Supervisory responsibility of full and part-time staff, contract staff, and partner agency staff tasked with providing case management support of the RRC. Develop policies and procedures detailing Center operations and coordination of resources, equipment, and scheduling necessary to effectively and efficiently manage the Center. Collaborate with the Franklin County Sheriff's Office to ensure consistent communication with Command and Social Services staff and adherence by all staff and partner agencies to security and safety protocols. On-board new staff and contractors, including training new users of the Virtual Case Management system to support high-quality documentation and case management services, data collection, and Center usage trends. Prepare programmatic reporting as required by funders and County leadership. Monitor the delivery of services and assure quality and accessibility of services. Work with evaluation partners as directed to measure the effectiveness of the RRC. Monitor program operations for quality assurance and implementation of mid-course program corrections where necessary. Enforce service expectations through staff monitoring, appraisals, coaching, and discipline.

Oversee a range of pre-and post-release programs informed by evidence-based practices and support the successful reentry of justice-involved individuals leaving a carceral setting. Supervise peers and Reentry staff in a manner that adheres to best practices in peer supervision and enforce service expectations through staff monitoring, appraisals, coaching, and discipline as needed. Provide leadership and supervision of a group of Peer Support Specialists, Recovery Coaches, and Community Health Coaches providing community-based support to justice-involved individuals; vet new program partners and quality assurance reviews.

Organize projects and activities in accordance with the agency's mission and vision, vetting of new reentry and behavioral health programs, and performance of continuous improvement and quality assurance reviews of a variety of reentry-related grant programs administered by the Office of Justice Policy and Programs. Attend required staff meetings and participate in scheduled reviews with Director, Deputy Director, and QA/QI staff. Maintain regular and predictable attendance.

These duties are illustrative only, and you may perform some or all of these duties or other job-related duties as assigned

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of workforce planning; employee development; supervision; office management; agency policies & procedures. Skill in equipment operations. Ability to recognize unusual or threatening conditions and take appropriate action; deal with variety of variables in somewhat unfamiliar context; define problems, collect data, establish facts and draw valid conclusions; comprehend and record figures accurately; maintain accurate records; prepare meaningful, concise, and accurate reports; gather, collate & classify information about data, people or things; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from & contacts with officials & general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in social science field with a minimum of five (5) years of experience working with the justice involved population and two years supervisory experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend and approve the transfer, promotion, or salary increase of other employees.

**UNUSUAL WORKING CONDITIONS:**

The employee may be expected to work in or around crowds and may have contact with potentially violent or emotionally distraught persons. This position is subject to continuation of grant funding availability. This position may require you to work some evening and weekend shifts.

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date