



# Bilingual Program Coordinator (Neighborhood Safety Net)

Sheppard Pratt Neighborhood Safety Net Program (formerly Family Services, Inc)  
Gaithersburg - MD (United States)  
Job

Req #: 22489 | Schedule: Full Time | Minimum Education Required: Bachelor's Degree

Contact: Tricia Forchetti | Email: [TForchetti@waystationinc.org](mailto:TForchetti@waystationinc.org) | Job Details: 2 years of experience required

## Summary of Responsibilities:

- Provides client services coordination for County residents for the Neighborhood Safety Net through case management at the East County Neighborhood Services Center (NSC) site with DHHS staff and at the Gaithersburg site with the DHHS Staff. This includes:
  - Referrals to community resources to access housing, health, mental health, employment, and education services
  - Outreach and marketing events
- Oversees housing counseling for City of Gaithersburg residents. This includes:
  - Referrals on community resources on eviction and foreclosure prevention and referrals to Housing Initiative Partnership (HIP) and referrals to the City of Gaithersburg for emergency housing funds and others
  - Supporting workshops for the community
  - Landlord outreach to avoid eviction and maintain stable housing
  - Assists households to increase financial self-sufficiency using financial education programs including BankOn and/or individual financial counseling, in collaboration with HIP
- Attends partner meetings in coordination with the Gaithersburg Coalition of Providers, Emergency Assistance Coalition, BankOn, and when applicable other community outreach partners.
- Ensures program-level contract expectations are met and completes monthly, quarterly, semiannual, and annual reports, as well as program report forms including outcome data, needs assessments, and client satisfaction surveys.
- Assists in developing and monitoring program budgets.
- Supervises the Gaithersburg Site team: part-time Client Services Coordinator/Housing Counselor, Interns, and Volunteers.
- Keeps the Division Director informed of all activities, progress, and challenges within the program during supervision.
- Responds to inquiries from County and City Contract Monitors as needed and provides reports as well as planning for site visits, in coordination with the Division Director.
- Provides services in compliance with Sheppard Pratt Health Systems and FSI program standards, policies and procedures, organizational values, and philosophies.

## Requires:

- Bachelor's Degree in Human Services/Social Science/Health Care or Administration.
- At least 2 years of experience in a community-based setting providing social services to families including financial literacy training.
- Management and supervision experience preferred.
- Experience with human service programs, culturally diverse and underserved communities, community resources and cultural competency.
- **Fluency in English and Spanish required, moderate French preferred.**
- Must be a "qualified" interpreter and/or translator or commit to obtaining certification.
- Willingness to maintain a flexible 40 hour a week work schedule, evening and weekend hours may be necessary.
- Excellent verbal & written communication skills, and proficient computer skills including experience with online applications.

## TO

**APPLY:** [https://www.healthcaresource.com/sheppardpratt/index.cfm?fuseaction=search.jobDetails&template=dsp\\_job\\_details.cfm&cJobId=111064&fwkMethod=L&fwkKey=2005\\_8239\\_0\\_0\\_210415152158\\_1618514518077\\_4156#sthash.tNVli56J.LluLyaFW.dpbs](https://www.healthcaresource.com/sheppardpratt/index.cfm?fuseaction=search.jobDetails&template=dsp_job_details.cfm&cJobId=111064&fwkMethod=L&fwkKey=2005_8239_0_0_210415152158_1618514518077_4156#sthash.tNVli56J.LluLyaFW.dpbs)