



**Position:**  
**Supervisor:**  
**Classification:**

CSBG Coordinator  
Director of Community & Personal Development  
Level III - Exempt

## + Overview

Responsible for assisting with the consistent and coordinated delivery of CSBG Program activities. Work programs in the CSBG space serve as a vehicle to improve the lives of CAPCIL clients and assist them in working towards self-sufficiency. The CSBG Coordinator is responsible for providing counseling and support for CSBG clients in their pursuit of self-sufficiency. They are to use a holistic approach, utilizing all relevant CAP programming and outside referrals. The CSBG Coordinator will work closely with Agency staff to ensure, as much as possible, that all clients have access to the needed supports and services. They will also work with relevant Agency staff to recruit and accept new customers into CAPCIL programming. The CSBG Coordinator is responsible for the accurate monitoring, tracking, and reporting of CSBG program activities, and providing accurate monitoring reports to the C&PD Director. They are also responsible for managing the CSBG Scholarship Program and ensuring that scholarship funds are paid out each program year.

## + Essential Job Functions

- Serve as a Personal Development Coach (PDC) for CSBG customers. Maintain a caseload of varying degrees of engagement; assisting clients to identify and overcome barriers to self-sufficiency through education, training, referrals, and support.
- Collaborate with agency staff to provide clients with a holistic approach to case management.
- Providing outreach, education, and training to CAPCIL clients and the community in the areas defined by the agency as desired family outcomes.
- Assess, track, monitor, and report on an on-going basis the progress of the clients.
- Assist in developing and implementing activities to ensure the success of clients in reaching their goals.
- Enter client data and progress as directed into the appropriate database system.
- Maintain accurate monitoring, follow up, and analysis of case management requirements in accordance with CSBG requirements and Agency defined outcomes.
- Complete accurate reports when required. Consistently meet all reporting deadlines assigned.
- Maintain record keeping and reporting systems for all relevant CSBG, Head Start, and Agency standards.
- Maintain confidentiality of all information regarding children, families, and staff.
- Oversee the CSBG Scholarship Programs, including outreach, approval process, and appropriate documentation.
- Monitor client and community needs and provide feedback to the Department Directors.
- Work with the Agency staff to actively promote all programs and services to the community.
- Assist the Community and Personal Development Director as directed with forging relationships with community resources to enhance the Agency's ability to better serve our clients and community.
- Assist as directed with additional CSBG required Agency activities, such as the community needs assessment, CSBG reporting, and any future CSBG mandated activities.
- Travel within CAPCIL's 6 county service area to conduct intake or support clients as needed.
- Perform any other duties needed to help drive our vision, fulfill our mission, and abide by our organization's values.

## + Education and Experience

- Demonstrated ability to work with staff and the general public.
- A degree in Sociology, Psychology, Family Service, or a related field is preferred.
- At least 2 years' experience in a counseling or coaching role, or commensurate experience.

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

Updated: February 10, 2026

# Community Action Partnership of Central Illinois Job Description

- Demonstrated track record of assisting clients in overcoming obstacles & meeting goals.
- A strong understanding of basic finance and personal budgeting is preferred.
- Ability to make timely, thoughtful, and informed decisions.
- Strong oral and written communications skills.
- Proficient technology skills, including reasonable proficiency in Microsoft products especially in Excel & SharePoint. Experience with relational databases is a plus.
- Possess a valid Driver's License, functional vehicle, and proof of vehicle insurance.
- This position requires you to drive an agency vehicle, you will be subject to CAPCIL insurance reviews. If for some reason, you are unable to be insured by the agency's insurance, you will be unable to drive CAPCIL vehicles, which could result in termination.
- Willingness to travel to attend trainings and monitor sites throughout the service area.

## + Benefits

- Major Medical Plan. Community Action will pay a percentage of a monthly medical premium.
- Employee Term Life Insurance up to \$30,000 depending on age, spousal coverage (up to age 70) for \$10,000 and/or child coverage (up to age 26) for \$10,000 per child.
- Dental and Vision Insurance Plan (Employer paid for the employee, employees can choose to add on dependents at their own expense.)
- 403-b Retirement plan (after 1-year CAPCIL will match up to 3%)
- Paid Time Off/PTO (6.5 days at time of hire, an additional 6.5 days after the 90-day probationary period, prorated based on hire date and increases with continued employment)
- Sick Leave (accrues at the rate of 4 hours per pay period for Full-Time and 2 hours per pay period for Part Time)
- 18 Paid Holidays (Including your birthday)

## + Key Performance Indicators

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
Clients receive all the services and support they need.	Referrals	# of referrals made to other programs or agencies.	10 referrals made to other programs or agencies each month.
Clients are successfully working towards self-sufficiency.	Customers achieve outcomes and National Performance Indicators (NPIs).	% of families achieve documented work program outcomes or NPIs.	85% of CSBG case management clients enrolled for at least 3 months, achieve at least 2 outcomes or NPIs.
Clients are able to get the training or education needed to get better jobs.	CSBG Scholarship money is used to support customer goals.	% of annual CSBG Scholarship funds that are paid out by the end of the grant cycle.	90% of scholarship funds for a grant cycle are paid out by the end of the calendar year.

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Human Resources Director

\_\_\_\_\_  
Date