

**Position Title:**  
*Family Service Specialist*

**Classification:** Non-Exempt

**Salary Grade/Level:** Pay grade: 02 – Salary Range \$22,880 – 32,693

**Reports to:** F&CS Manager

**Board Approval Date:** **December 2015**

**Summary/Objective** The Family Service Specialist reports to the departmental Manager to provide services to low-income individuals.

**Essential Functions** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ Schedules orientation appointments and interviews clients, determining eligibility based on program guidelines and completing intake applications on clients requesting services.
- ◆ Process client information timely and accurately in the Agency's client database for the supervisor's review and compliance to Agency and funding source policies and procedures.
- ◆ Develops and/or implements individual program production strategies based on Agency procedures.
- ◆ Submits timely requisitions and other supporting documents to execute program services and results.
- ◆ Distributes customer satisfaction surveys to clients at the end of appointment for assistance.
- ◆ Provides applicants with information for other social service agencies and prepares referrals, as needed designed to connect applicants to requested services.
- ◆ Performs various general duties, which may include making client appointments, typing and filing using technology systems to achieve program results and National ROMA goals 1, 2, 3, 4 and 6, as appropriate.
- ◆ Works with other agencies to provide services to applicants and customers, collecting feedback for program improvement purposes.
- ◆ Conducts outreach activities designed to ensure a wide range of participation for potential applicants.
- ◆ Properly prepares and manages client case records, to include case note and pertinent documentation to support decisions and results achieved.
- ◆ Performs other job-related duties as may be assigned.

**Competencies:**

1. Decision Making.
2. Collaboration Skills.
3. Results Driven.
4. Communication Proficiency.
5. Technical Capacity.
6. Teamwork Orientation.
7. Thoroughness.
8. Flexibility.

*Family Services Specialist cont'd:*

**Supervisory Responsibility:** This position has no supervisory responsibilities.

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Position Type and Expected Hours of Work:** This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as job duties demand.

**Travel:** Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

**Required Education and Experience:** Applicant must possess college credits in pursuit of Sociology, Psychology degree or related fields with a minimum of two years experience in social service or an acceptable combination of education and experience; must have computer skills and knowledgeable of various software.

**Preferred Education and Experience:** (same as above)

**Additional Eligibility Qualifications:**

- ◆ Must be able to function independently and have flexibility, personal integrity and the ability to work effectively with staff and support agencies.
- ◆ Must be able to relate to and work with ill, disabled, elderly, emotionally upset and at times hostile customers.
- ◆ Must possess the ability to make independent decisions when circumstances warrant such action.

**Work Authorization/Security Clearance:** Has to successfully pass a criminal, employment, education and drug screening background check.

**AAP/EEO Statement:** NFCAA is an equal opportunity employer and does not condone any form of discrimination, including harassment, with regard to recruiting, advertising, hiring, placement, promotion, transfer, compensation benefits, disciplinary action, termination, and all other privileges, terms and conditions of employment.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_