

**Position Title:**

*Family Development Specialist/Family Service Specialist*

**Classification:** Non-Exempt

**Salary Grade/Level:** Pay grade 05

**Reports to:** F&CS Manager

**Board Approval Date:** 2019

**Summary/Objective:** The Family Development Specialist/Family Service Specialist reports to Family & Community Service Manager and is responsible for building nurturing relationships with families to identify barriers to self-sufficiency, works with families and community partners to establish goals for independence from subsidized assistance; facilitates use of resources with and between community partners. This position also serves customers seeking utility and emergency assistance.

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

- ◆ Conducts outreach activities to ensure a wide range of participation for potential applicants.
- ◆ Schedules orientation, appointments and interviews customers, determining eligibility based on program guidelines and completing intake applications on customers requesting services.
- ◆ Determines customer eligibility for the Family Self-Sufficiency Program.
- ◆ Processes customer 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.
- ◆ Properly prepares and manages customers and participant's case files, to include case notes and pertinent documentation to support decisions and results achieved.
- ◆ Develops and implements program strategies based on work plan procedures to assist participants to achieve measurable outcomes. Strategies include, but are not limited to: coordination with other service providers for applicant assessment and conducts or arranges workshops to enhance placement opportunities and job retention.
- ◆ Enrolls families in the Asset Building program. Facilitate curriculum to increase family's ability to manage income and use assets to achieve self-sufficiency.
- ◆ Collaborates with other case managers in the community to enhance the family's ability to achieve self-sufficiency.
- ◆ Conducts intensive case management of customers enrolled in the Family Self-Sufficiency Program to include monthly contact and case notes.
- ◆ Conducts soft skills training for Family Self-Sufficiency Program participants.
- ◆ Connects Family Self-Sufficiency Program participants to local employers.
- ◆ Provides job placement assistance as needed.

**Other Functions:**

- ◆ Provides applicants with information for other social service agencies and prepares referrals, as needed designed to connect applicants to requested services.
- ◆ Coordinates with other agencies and partners to maximize resources and provide services to applicants, participants and customers, collecting feedback for program improvement purposes.
- ◆ Distributes customer satisfaction surveys to customers at the end of the assistance appointment.
- ◆ Performs various general duties, which may include making customer appointments, typing and filing using technology systems to achieve program results.
- ◆ Submits timely requisitions and other supporting documents to execute program services and results.
- ◆ 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.
9. Thorough knowledge of Case Management

**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, fingers, handle or feel; and reach with hands and arms. Lift or pull occasionally up to 25lbs.

**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 a degree in Sociology, Psychology, or related fields. A minimum of two years' experience in social service or an acceptable combination of education and experience; must be proficient in various computer software applications.

**Additional Eligibility Qualifications:**

- ◆ Must be able to function independently and have flexibility, personal integrity and the ability to work effectively with staff, customers and partnership agencies.
- ◆ Must be able to relate to and work with disabled, 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 checks.

**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.

*Family Development Specialist/Family Service Specialist cont'd*

**Signatures:**

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

Manager Signature: \_\_\_\_\_

HR Signature: \_\_\_\_\_

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

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_