

Position Title:
Family Service Specialist

Classification: **Non-Exempt**

Salary Grade/Level: Pay grade 02 –

Reports to: **F&CS Manager**

Board Approval Date: **December 14, 2017**

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.

- ◆ 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.
- ◆ 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.
- ◆ 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 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 client 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.

Family Service Specialist Cont'd

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 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.

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: NFAA 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.

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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.

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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 _____