



<b>Job Title:</b>	<b>Family Services Specialist</b>	<b>Job Code/ Req#:</b>	<b>20-22(7)</b>
<b>Department/Group:</b>	Family Services	<b>Hiring Pay Range*:</b>	\$12.30-\$13.10
<b>Reports to:</b>	Director of Family Services	<b>Full Pay Range:</b>	\$12.30-\$16.80
<b>Job Category:</b>	Non Exempt - Hourly	<b>Position Type:</b>	Full Time
<b>Opened on:</b>	10/7/2021	<b>Closes on:</b>	Until filled

\*Hiring Pay Range is the range between meeting minimum qualifications and the next education level.

#### **JOB DESCRIPTION**

Reporting to the Family Services Director and in alignment with agency adopted mission and core values, this professional provides creative solutions to promote family growth and self-sufficiency, including determining eligibility for services. This individual may support families in person, online and via phone.

#### **KEY TASKS**

- Determines eligibility based on program guidelines
- Enters data completely and accurately
- Offers support to families in various ways including, but not limited to screening and resources
- Supports projects as assigned
- Answers phone and assists callers

#### **GENERAL RESPONSIBILITIES**

- Obtains, maintains and uses knowledge of program criteria to determine family eligibility for available programs
- Ensure communication is clear and concise
- Work with agency staff to assist customers

## EXPECTATIONS

- is honest, ethical and transparent
- maintains confidentiality of entrusted information
- is willing to take on responsibilities and challenges
- is willing to accept criticism and deal calmly and effectively with high stress situations
- is reliable, responsible, and dependable, and fulfills obligations
- has reliable transportation
- establishes and maintains personally challenging goals and exerts effort toward mastering tasks
- is careful about detail and thorough in completing work tasks accurately
- reviews work and uses logic to address work-related issues and problems
- challenges the status quo
- is creative and thinks of alternative ways to develop new ideas and answers to work-related problems
- is open to change (positive or negative) and considerable variety of tasks in the workplace
- values diversity
- values team input
- lives agency's Core Values:
  - Assumes Positive Intent
  - Is (Be) Effective
  - Chooses Responsibility
  - Delivers Excellent Customer Service
  - Embraces Fun
  - Finds the Solution that Best Helps the Child

## SALARY SCALE SKILLSET REQUIREMENTS

- Task/Judgement - Performs tasks using limited judgement in some circumstances
- Independence/Expertise- Often seeks management approval for deviation from guidelines
- Service/Initiative - May troubleshoot implementation of new programs
- Supervision - Not developed in this set
- Agency Growth - Not developed in this set

## KEY SKILLS

- Excellent Microsoft Office skills
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Ability to prioritize tasks and meet deadlines
- Ability to apply set criteria to varying scenarios

**MINIMUM QUALIFICATIONS AND EXPERIENCE**

- Associate's Degree in social services or other related field from an accredited institution
- Two (2) years experience in a customer service role

**OTHER**

- Travel: Local, Out of County
- Telecommute Eligible: Yes
- Leave Requirement: None
- Training for Resource and Referral Specialist, Trauma Informed Care approach, Self Care, Adverse Childhood Experience (ACE) and Child Development required as available
- Sometimes has courageous conversations with families concerning eligibility status

**PHYSICAL REQUIREMENTS**

- Physical demands described are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions
- Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear
- Must regularly lift and/or move up to 20 pounds, occasionally lift and/or move up to 50 pounds with assistance
- Specific vision abilities required by this job may include close vision and ability to focus for long periods of time

**WORK ENVIRONMENT**

- Work environment characteristics are representative; reasonable accommodations may be made to ensure individuals with disabilities may perform essential functions
- May be exposed to outside weather conditions
- Temperature in the buildings may fluctuate
- Children may be present
- May require overnight travel