



Job Title:	Family Services Specialist	Job Code/ Req#:	20-26(6)
Department/Group:	Family Services	Hiring Pay Range*:	\$20.98 - \$23.70
Reports to:	Director of Family Services	Position Type:	Full Time
Job Category:	Non Exempt - Hourly	Placement:	Hybrid - Office/Telework
Opened on:	8/22/2023	Closes on:	Until Filled

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

JOB DESCRIPTION

Reporting to the Director of Family Services 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 program services as well as determination of other resource needs. This individual may support families or child care providers in person, online and via phone.

KEY TASKS

- Proactively supports families using Trauma Informed Care approach to identify needs and offer resources
- Determines program eligibility based on program guidelines
- Processes applications completely and verifies for accuracy
- Monitors family account activity
- Supports child care provider inquiries regarding family/child eligibility
- 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
- Actively promotes available programs and resources with each interaction
- Understands and readily adopts change
- Ensures communication is clear and concise
- Works 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 many tasks independently
- Independence/Expertise - Rarely seeks management approval for deviation from guidelines
- Service/Initiative - Assists with implementation of programs and procedures
- 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
- Telework requires internet speeds of 4 Mbps download/4 Mbps upload and working in immediate geographical area
- Reliable transportation, minimum insurance coverage and clean driving record in some roles
- Reliable mobile phone service for technology compliance requirements (multifactor authentication)

OTHER

- Work Environment – Hybrid - Office/Telework
- Travel – Local, Out of County
- 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

- Equal Opportunity Employer
- 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