**Job Title:** Family Services Specialist  
**Job Code/Req#:** 20-26(6)  

<table>
<thead>
<tr>
<th>Department/Group:</th>
<th>Family Services</th>
<th>Hiring Pay Range*:</th>
<th>$20.98 - $23.70</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Director of Family Services</td>
<td>Position Type:</td>
<td>Full Time</td>
</tr>
<tr>
<td>Job Category:</td>
<td>Non Exempt - Hourly</td>
<td>Placement:</td>
<td>Hybrid - Office/Telework</td>
</tr>
<tr>
<td>Opened on:</td>
<td>8/22/2023</td>
<td>Closes on:</td>
<td>Until Filled</td>
</tr>
</tbody>
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*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