

NEICAC Job Description

Job Title: Family Services Specialist
Department: CSBG
Reports To: LIHEAP & Outreach Director
FLSA Status: Non-exempt
Prepared By: Human Resources
Prepared Date: Update: 8/2002, 2/2006, 9/2008, 2/2010, 4/2011, 2/2016, 8/2020
Approved By: HR & LIHEAP & Outreach Director
Approved Date: 8/2020

SUMMARY

Assist individuals in applying for programs operated under the umbrella of NEICAC. Provide a central point of information referral for those seeking assistance and responsible for establishing client eligibility and satisfying recruitment needs for programs. This position must perform regular duties at the assigned worksite.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

AGENCY RELATED

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency wide trainings
- Must travel extensively within assigned area and occasionally out of service area
- Establish a collaborative and communicative relationship with co-workers
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

PROGRAM SPECIFIC

Family Services

- Recruit clients for all NEICAC programs
- Present information on NEICAC programs by telephone, one-on-one and small group situations to clients, vendors, co-workers, other agencies and the public
- Complete applications and required forms for agency programs. Secure income documentation and other required documentation in an accurate and timely manner
- Assess clients' situation and make appropriate referrals to NEICAC and other agency programs
- Follow up on agency referrals and advocate for families to obtain services from other agencies
- Make contact with families by phone, e-mail, mail or home visit when necessary
- Assist clients in accessing services
- Maintain Food Pantry if assigned; complete required monthly reports
- Document all client activity using facts and direct observations and collect all appropriate forms and information for application processes
- Maintain files of all collected information, assuring confidentiality of such information
- Accurate and timely input of data into Client Information System (CIS)
- Effectively collaborate with other NEICAC staff to assist individuals and families in need
- Collection and reporting of volunteer hours, donation receipts, and new services or programs.
- Work cooperatively with other Family Services staff and Director to cover necessary scheduled office hours
- Recruit and supervise volunteers for the Family Services office

Early Childhood Programs

- Recruit for Early Childhood Programs (ECP) following program eligibility criteria in assisting clients to complete applications
- Responsible for filling all available ECP slots. Maintain necessary waiting lists
- Complete family profile and action plans with clients and communicate goals with staff during team meetings
- Input accurate data into ECP computer systems
- Follow up regarding progress, barriers, and goal completions to support families in reaching goals
- Conduct monthly contacts with each enrolled family, addressing issues or concerns
- Follow up on absences, family issues/needs or staff concerns
- Participate in scheduled team meetings and attend parent meetings as requested
- Attend Head Start round-up, orientations and other required functions
- Travel to home visits as required by program regulations.

Energy Programs

- Recruit new and contact previous clients
- Complete applications, providing guidance to applicants on needed documentation to ensure timely submission
- Work with utility vendors to retain/regain connectivity and usage history
- Assist Weatherization program as needed with scheduling appointments, promoting the program and counseling on conservation measures

SUPERVISORY RESPONSIBILITIES

N/A

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma or General Education Diploma (GED) and general administrative/office skills required. Experience with providing services to low-income populations and trauma informed care practices preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to maintain balances of funds available and funds disbursed.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have valid drivers license and carry NEICAC levels of automobile insurance. Must satisfactorily complete a Criminal Records Check and complete a Physical & TB Test. Physicals must be repeated every three years. All Family Services staff must successfully complete child and dependent adult abuse training within the first six (6) months of hire and maintain certification every three (3) years. Full time Family Services staff must also complete Family Development Certification within two years of employment if funding is available.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

I have read and understand all of the above. I have reviewed the principal accountabilities for which I am responsible, as well as the minimum requirements of this position, with my supervisor. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date _____

Employee

Print Name _____