

COMMUNITY ACTION OF SOUTHEAST IOWA

JOB DESCRIPTION

Job Title: Family Development Specialist
Department: Community Services Block Grant (CSBG)
Reports To: Center Director

Summary: This position serves as an advocate for the economically disadvantaged and provides Family Development Services to persons in need.

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

1. Maintain confidentiality.
2. Maintain records and submit necessary reports and forms in a timely, appropriate and clear manner.
3. Enter all participants' family information into the program specific software on first visit to the center and update each time any participant receives assistance, or when support activity occurs.
4. Serve as liaison between Community Action Center and the community.
5. Recruit volunteers and be responsible for supervision and training of volunteers.
6. Attend training and staff meetings as requested by supervisor.
7. Update and distribute resource directories to participants.
8. Make home visits as needed to follow up on families to assure that all of their needs are met.
9. Submit all public relation information to Program Director for approval.
10. Make necessary participant inter- and intra-agency referrals and follow up with these referrals.
11. Serve as an advocate for low-income families.
12. Assess individual participant needs and develop goals for program participants.
13. Meet weekly with center staff to assess center progress, record unmet needs and set current goals.
14. Must be knowledgeable of and responsible for the implementation of the CSBG work plan.
15. Work with and be responsible for the county Community Action Program (CAP) committee.
16. Represent the agency at community events and do public speaking to promote Community Action programs.
17. Be actively involved in securing local funds to help clients in crisis.
18. Be familiar with all programs offered by Community Action.
19. Take applications for Agency programs such as Low Income Heating & Energy Assistance Program (LIHEAP) or other Agency programs.
20. Responsible for the food pantry, which requires lifting and carrying groceries.
21. Help be responsible for the maintenance and upkeep of the center.
22. Work as a team member with all center staff (all programs) to serve participants in a quick and positive manner.
23. Upon hiring, review and sign THE CODE OF ETHICS and support the Agency mission to "alleviate the conditions and causes of poverty by building partnerships and strengthening people through quality services".
24. Model professional behavior and dress code.

SUPERVISORY RESPONSIBILITIES: Directly supervises center volunteers. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

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: A.A. / A.S. degree or equivalent from a two-year college or technical school and have experience working with families and communities.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of clients, customers, and the general public.

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.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions.

COMPUTER SKILLS: Know basic computer system operations working with Windows programs such as Word, Excel and Access. Must be able to learn and use program specific web-based client tracking system and provide statistical information as needed.

CERTIFICATES, LICENSES, REGISTRATIONS: Must have a valid driver's license. Upon hire, must begin educational requirement of Family Development Certification and complete this certification within one year of hire date.

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. Must be able to travel and make home visits as needed.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to twenty five (25) pounds. Specific vision abilities required by this job include close vision.

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 outside weather conditions when traveling and making home visits. The noise level in the work environment is usually moderate as employee will work in an office environment with ringing telephones; close proximity to co-workers and clients.

Revised: 08/2016, 05/2018

Reviewed by: Sheri Wilson, Executive Director Date: _____

Employee Signature: _____ Date: _____