

Community Action of Southeast Iowa

JOB DESCRIPTION

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

Summary: This position advocates for the economically disadvantaged and provides Family Development Services to those 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 promptly, appropriately, and clearly.
3. Enter all participants' family information into the program-specific software on the first visit to the center and update it each time a participant receives assistance or a support activity occurs.
4. Serve as liaison between the Community Action Center and the community.
5. Recruit volunteers and be responsible for the supervision and training of volunteers.
6. Attend training and staff meetings as requested by the supervisor.
7. Update and distribute resource directories to participants.
8. Make home visits as needed to follow up on families to ensure their needs are met.
9. Submit all public relations information to the 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 implementing the CSBG work plan.
15. Represent the agency at community events and public speaking to promote Community Action programs.
16. Be actively involved in securing local funds to help clients in crisis.
17. Be familiar with all programs offered by Community Action.
18. Take applications for Agency programs such as the Low-Income Heating & Energy Assistance Program (LIHEAP) or other Agency programs.
19. Responsible for the food pantry, which requires lifting, stocking, and carrying groceries.
20. Help be responsible for the maintenance and upkeep of the center.
21. Work as a team member with center staff (all programs) to serve participants quickly and positively.
22. Upon hiring, review and sign THE CODE OF ETHICS and support the Agency's mission to "alleviate the conditions and causes of poverty by building partnerships and strengthening people through quality services".
23. Model professional behavior and dress code.

SUPERVISORY RESPONSIBILITIES: Directly supervises center volunteers. Carries out supervisory responsibilities by 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, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE: A.A. / A.S. degree or equivalent from a two-year college or technical school, and 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 various variables in situations where only limited standardization exists. Ability to interpret multiple 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 and work with Windows programs such as Word, Excel, and Access. Must be able to learn and use program-specific web-based client tracking systems and provide statistical information as needed.

CERTIFICATES, LICENSES, REGISTRATIONS: Must have a current driver's license and have or the ability to receive Family Development Certification within one year of hire.

PHYSICAL DEMANDS: The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform 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 must frequently sit and use their 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 fifty (50) 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 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 employees will work in an office environment with ringing telephones and close proximity to co-workers and clients.

Revised: 08/2016, 05/2018, 12/2024, 05/2025

Reviewed by: Sheri Wilson, Executive Director Date: _____

Employee Signature: _____ Date: _____