



Uniting People - Creating Opportunity

Family Connection Specialist

Date: 4/23/2020

Reports to: Resource Coordinator

Department: CSBG

Classification: Full -time

Status: Exempt

POSITION SUMMARY:

Responsible for partnering with low-income families and individuals to implement support and development strategies to provide effective services. Build relationships with community partners to successfully mentor and aid individuals and families seeking stability.

ESSENTIAL FUNCTIONS:

- Secure information through a focused interview of the customer to assess individual or family strengths and needs such as medical, psychological, and basic needs that contribute to the customer's lack of stability.
- Assess service needs of program participants through case management, goal setting, referrals and monitoring.
- Refer customers to SEK-CAP/community resources based on assessed needs and follow-up as needed.
- Document and track the progress of clients based on their intake assessment.
- Conduct educational and financial education classes to clients.
- Maintain data regarding Family Connection Specialists services and accomplishments and prepares reports summarizing the service data for use by SEK-CAP.
- Compile records, reports, and community resource information.
- Conduct home visits to assess customer's home environment for strengths and needs based goal planning.
- Identify and work to minimize service gaps that exist in assigned service area.
- Maintain knowledge of national and local best practices to assist low-income individuals and families.
- Identify and participate in community networking opportunities.
- Communicate effectively with the Resource Coordinator.
- Complete required documentation and reports in Apricot.
- Respect and support cultural differences and diverse family structures.
- Demonstrate good work habits such as arriving on time and adhering to appropriate break times.
- Attend mandatory training and staff meetings.
- Responsibility to report any suspected abuse or neglect to appropriate authority.
- Advocate for SEK-CAP, Inc. in the community.
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc. customers.
- Uphold and promote the Code of Ethics, Core Values, and Mission Statement of SEK-CAP, Inc.
- Support management decisions both in actions and words.
- Other duties as assigned.

KNOWLEDGE AND EXPERIENCE:

Essential:

1. Basic computer skills on IBM compatible P.C. systems and software.
2. Basic operation skills of general office equipment such as photocopiers, faxes, scanners, and phone systems.
3. Superior interpersonal skills. Ability to get along with diverse personalities. Tactful, mature, and flexible.
4. Ability to meet and deal tactfully with the general public and to communicate effectively and clearly both orally and in writing.
5. Resourceful and well organized.

6. Must be of excellent moral character.
7. Ability to establish and maintain positive, effective working relationships with co-workers, community partners, and customers.
8. Ability to learn and adapt.

Desired:

1. Community development work experience or an equivalent combination of education and experience.
2. Knowledge of local community resources.
3. Previous work experience with the elderly population.

EDUCATION AND QUALIFICATIONS:

1. BA/BS degree in Social Work, Psychology, Sociology or related field.
2. Possess current, valid driver’s license and meet agency insurance underwriting guidelines.
3. Submit to and pass standard criminal history check.
4. Submit to and pass standard drug screen test.
5. Obtain First Aid and CPR certification.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands and work environment 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.

1. Use hands to finger, handle, or feel;
2. Reach with hands and arms;
3. Sit or occasionally stand; walk and stoop, kneel, or crouch;
4. Regularly lift and/or move up to ten pounds;
5. Required vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus;
6. Occasional exposure to wet and/or humid conditions;
7. Outside weather conditions;
8. Noise level is usually quiet to moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT:

“I have presented this job description to the employee and all aspects of the position have been reviewed.”

Supervisor Signature

Date

“I have read this job description and thoroughly discussed the contents with my supervisor.”

Employee Signature

Date