

# Family Development Specialist

## Classification

Nonexempt

## Position Type and Expected Hours of Work

This is a full-time position

## Reports to

Community Services Department Coordinator

## JOB DESCRIPTION

### Summary

Under general supervision of the Community Services Department Coordinator, the Family Development Specialist is responsible for the daily case management of families selected to participate in the Family Self-Sufficiency (FSS) program. Job duties include; completion of individual family needs assessments, linkage to identified services, and development of detailed service plans along with ongoing monitoring of family progress. The Family Development Specialists works closely with SETHRA staff and staff of various service provider agencies in the management of the FSS families.

### Essential Functions

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

1. Coordinates the selection of potential FSS candidates through interviews with candidates to determine the client's service needs and links specific services to the FSS client in order to assist the family in achieving self-sufficiency.
2. Establishes and maintains regular schedules for meeting with participating families to monitor their progress toward completing the FSS Plan.
3. Develops and directs the implementation of goals, objectives, policies, procedures and work standards, where applicable, for the assigned program; interprets and complies with all applicable federal, state and grantor regulations.
4. Monitors, directs and performs day-to-day operations of the assigned program to ensure policies and procedures are followed, goals and objectives are met, and services and projects are accomplished efficiently and effectively. Takes corrective action as necessary, where subordinates are present, may relieve them of the most difficult, sensitive or controversial projects within the program.
5. Monitors and stays up-to-date with technology, legal and operational changes that affect the activities and work processes of the program; makes recommendations, develops and carries out improvements to the program to meet changing mission parameters and requirements.
6. Confers with and represents the program and the department in meetings with grantors.
7. Develops and presents presentations, on behalf of the agency, to various service provider agencies and partners.

*This job description is not a contract and may be adjusted as deemed appropriate at SETHRA's sole discretion. SETHRA may, at its discretion, modify or adjust the position to meet the agency's changing needs.*

8. Develops a strong working relationship with various service provider agencies to ensure smooth referrals of FSS clients and follow-up.
9. Maintains regular contact with the Program Director to apprise them of the clients' progress and to assist in the resolution of problems.
10. Develops reports as required and necessary for the Director, relating to the status of the program.
11. When necessary, the Family Development Specialist makes home visits to FSS clients to fulfill program requirements.

### **Work Requirements**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend regular meetings at various sites' strength to lift and carry materials weighing up to 30 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

- Knowledge of principles and practices of management and supervision.
- Knowledge of applicable laws, rules, ordinances and regulations.
- Knowledge of computer applications related to the work.
- Knowledge of techniques to effectively represent the Agency, including making effective public presentations and dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Skill in developing program activities, goals and objectives; creating program evaluation tools and evaluating the effectiveness of the program.
- Skill in managing multiple tasks, often with competing deadlines.
- Skill in providing leadership and motivating participants.
- Skill in preparing clear, concise and informative reports, correspondence and other written materials.
- Ability handling difficult and sensitive situations using sound independent judgement within general policy and legal guidelines.
- Skill in communicating information effectively with co-workers, subordinates, supervisors, the general public and representatives of public and private organizations.
- Attendance is a necessary requirement for this position.

### **Additional Work Requirements**

Must possess and maintain a valid Tennessee Class D License.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Some travel may be required.

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**Physical Demands**

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

**Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 7:30 a.m. to 4 p.m.

**Travel**

Some travel is expected for this position.

**Required Education and Experience**

1. Equivalent to graduation from a two-year college or university with major coursework in Social Work, Sociology, Psychology, Education, or related field.
2. One year social services and case management experience or, an equivalent combination of education and/or experience sufficient to successfully perform the essential duties of the job listed above.

**EEO Statement**

SETHRA provides equal employment opportunity to all employees and applicants for employment without regard to race, color, creed, religion, sex, national origin, age, disability, genetic information, veteran status or any other legally-protected category. This equal-opportunity policy applies to all aspects of application for employment and the employment relationship.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager\_\_\_\_\_

HR\_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_

Date\_\_\_\_\_