

DeKalb County Community Action Department
Job Posting **(updated 4/11/2018)**



FULL –TIME (40 hours per week) Starting Salary of \$15.81 an hour.

Title/ Classification: Family Support Specialist

Reports to: Executive Director of the DeKalb County Community Action Department

Position Summary: Provide diverse outcome-based comprehensive and supportive services to low-income DeKalb County residents to assist in achieving goals that will support household stability and family self-sufficiency.

Essential Duties and Responsibilities:

- Effectively shares information about Community Action with individuals through phone contact, email, walk-ins, and community interaction opportunities.
- Conducts comprehensive eligibility assessment/intake with potential Program Participants.
- Determines, in conjunction with Program Participants, needs and eligibilities for services. Develops action plan in collaboration with Program Participants.
- Promotes effective and efficient utilization of local housing, legal, mental health, employment and other agencies to assist the Program Participant to overcome barriers to stability and self-sufficiency.
- Provides ongoing case management, as needed.
- Participates as a Community Action Team Member and assists with all of the shared functions for efficient daily office operations.
- Provides outcome-focused services to Program Participants in accordance with the department's current programs utilizing the philosophy of trauma-informed comprehensive support and addressing the unique needs of each participant.
- Provides outcome-focused services to eligible low-income Participants following the department's model and guide for Comprehensive Support Services to Increase Household Stability and Self-Sufficiency.
- Enter Program Participant information into client tracking system and identify appropriate services.
- Ensures that progress toward achieving outcomes are documented.
- Supports achievement of outcomes and successful completion of the program.
- Participates in trainings/workshops to develop knowledge and skills appropriate to the position, may require out of County travel, with approval.
- Actively follow-up with all Program Participants and document these interactions in the participant files.
- Adheres to ethical and confidentiality standards at all times.

- Other duties as assigned as they relate to the effective operation of DCCAD and the fulfillment of its mission.
- Utilizes empathy/understanding of Participants' voluntary participation in program.

Knowledge, Skills and Abilities

- Knowledge of community resources and social service agencies.
- Resiliency in adapting to a variety of situations and individuals while remaining non-judgmental and respectful but with a problem-solving approach.
- An understanding of poverty and the challenges presented when integrating people from varied socio-economic cultures.
- A philosophy of meeting people where they are and working collaboratively with Program Participants.

Qualifications

- Applicants must possess effective interpersonal communications skills, ability to address and resolve problems, set priorities and work independently along with strong organizational and time management skills.
- Has worked effectively with multiple races, nationalities, cultures, disabilities, ages and genders.
- Applicants must have an understanding of cognitive behavioral techniques.
- Applicants must be proficient in computer skills, specifically Microsoft Office and database programs, for daily tasks and reports.
- Must possess and maintain in good standing, a valid Illinois Driver's License. Maintain appropriate insurance on their vehicle and ensure that a current copy of their insurance card is on file.
- Applicants who are bilingual (Spanish) are encouraged to apply.
- Prefer applicants who have experience working with low income families and individuals.
- Prefer applicants with educational experiences in the areas of human development, social work, sociology or related field.

**Management has the right to add or modify these duties of the position at any time.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

DeKalb County Community Action Department does not discriminate in practice or appearance on the basis of race, color, national origin, religious beliefs, sex, age, or ability. DeKalb County Community Action Department is an Equal Opportunity Employer.

This position is dependent on available funding.

Please send a completed DeKalb County employment application, (available at www.dekalbcounty.org) and resume to:

**Deanna Cada, Executive Director
DeKalb County Community Action Department
2550 N. Annie Glidden Road, DeKalb IL 60115**

**Email: dcada@dekalbcounty.org
Phone: 815-899-4960**