

**Job Description:**

<b>Job Title:</b>	<b>Family Services Specialist</b>	<b>Effective Date:</b>	<b>July 2024</b>
<b>Supervisor:</b>	<b>Early Learning Resource Center (ELRC) Manager</b>	<b>Entry Level Hourly Rate:</b>	<b>\$21.00</b>
<b>Employment Status:</b>	<b>Non-Exempt</b>	Non-exempt - Employees, under the provision of the FLSA, are required to be paid by the hour and paid overtime for all hours worked in excess of forty (40) hours in a workweek	

**Purpose:**

Initial point of contact for families and on-going case management providing family needs assessment, resource and referral, eligibility determination, redetermination, and community outreach.

**Responsibilities:**

- Implement the ELRC vision, mission, goals, objectives, and policies.
- Provide support to the agency and all co-workers including but not limited to managing the incoming and outgoing correspondences, one-on-one interviews, walk-ins, department databases, applications, scanning of family and provider verifications to create electronic files.
- Know and assure compliance with regulations on the Title 55, Chapter 3041 & 168 subsidized childcare regulations, TANF/Food Stamp/Former TANF and TCA Regulations, performance standards, ELRC policies and procedures, Keystone STARS, Head Start and Pre-K Counts.
- Extensive contact with families to explain program policies, regulations and available resources.
- Work directly with families to conduct family needs assessments and provide resource and referrals.
- Determine all program options that a family may benefit from.
- Provide general information to families and conduct referrals.
- Participate in department and agency trainings, staff meetings, weekly kick off meetings monthly supervision and staff development activities
- Collaborate with external resources to reduce parent barriers
- Receive, screen and direct incoming calls and walk in clients to appropriate staff as well as handle inquiries to ensure an efficient, effective, and customer-friendly operation.
- Utilize PELICAN software to process parent requests and maintain complete, accurate records.
- Process online applications (establish case in PELICAN, send ML, enter case comments, send to caseworker)
- Mail applications and child care referrals to families, childcare providers and community members.
- Assist families with completing eligibility applications.
- Print and mail redeterminations, enter information into PELICAN.
- Send voter registration materials. Maintain a log to track how many were sent. Assist clients who need help completing the registration.
- Apply accurate calculations when determining financial eligibility. Process and enter enrollments and case information timely and accurately. Maintain electronic case files of families. Maintain childcare schedules in PELICAN.
- Maintain timelines: Families in pre-enrolled, authorized and suspended status. Childcare provider transfers, redetermination, partials terminations and correct case reviews.
- Maintain accurate case comments within PELICAN.
- Work with manager on resolving family case appeals by Juris Principle, sending appeal hearing requests, writing up appeal notes, attending appeal hearings, testifying as needed
- Process referrals for possible overpayments and/or fraud cases.
- Conduct data entry and complete reports as needed.
- Work across sites (required), conduct outreach, and provide greater access to families where needed.
- Maintain a professional rapport with community agencies, which serve as resources and provide additional services.
- Promote an open, positive, team approach with co-workers and handle conflicts with parents and/or co-workers with respect, openness and fairness.
- Report the suspicion of child abuse and/or neglect following procedure and submit forms.
- Report program, family and/or co-worker related problems/concerns to immediate supervisor.
- Work collaboratively with Directors, Managers, Provider Services and Family Services Specialists.

**Responsibilities:**

- Provide accurate information to complete required tracking and reports.
- Perform other duties as assigned by immediate supervisor and approved by the Executive Director.

**Qualifications:****Education and Experience:**

- BA/AA degree in the Human Services, Social Work, or Education field and related experience working with young children and adults

**Skills:**

- Ability to establish and maintain effective working relationships with families and professional colleagues.
- A patient and understanding manner with children and families.
- Ability to recognize and respect confidentiality.
- Ability to effectively communicate in oral and written form.
- Ability to use technology for communication, record keeping, reporting, and monitoring – Microsoft Office, Power point, Excel, and web based software.
- Ability to take direction and follow through as expected.
- Ability to accept and exercise authority appropriately and make rational decisions.
- Ability to complete work assigned with minimal supervision.
- Physical ability to ascend/descend steps on a regular basis for the purpose of networking with community agencies and making home visits.
- Physical ability to lift/carry equipment/materials needed for community outreach activities.
- Physical ability to drive a Program vehicle for the purpose of community outreach and meeting with families.
- Visual and auditory ability to observe and assess the safety of office and community outreach environments.

**Requirements:**

- Must receive a negative pre-employment drug-screening test.
- Must receive an initial health appraisal and Mantoux TB Test and a health appraisal every two years once employed.
- Must receive Child Abuse, Criminal History, National Sex Offender Registry and FBI Fingerprint Background Clearances.
- Must have a valid PA driver's license.
- Be punctual and reliable in attendance.
- Be professional, productive, and follow Program's Standards of Conduct, Conflict of Interest, and Confidentiality Policies.
- Participate in job-related training to enhance competence and job performance, including these annual requirements: Child Abuse Reporting, Fire Safety; and Emergency Preparedness.
- Work evenings and flexible hours when necessary.
- Travel as required.
- Ability to access center sites.
- Physical ability to perform manual work.
- Participate in performance assessments.

**PHYSICAL ACTIVITY JOB REQUIREMENTS:**

Job Title:

Family Services Specialist

Effective Date:

September 2021

PHYSICAL ACTIVITY	FREQUENCY OF ACTIVITY			
	Not At All Not Performed	Occasionally Up to 33% of Time 1-2.5 hours	Frequently 34% - 66% of Time 3- 4.5 hours	Continuously 67% -100% of Time 5-7 hours
Sitting			X	
Standing			X	
Walking			X	
Bending Over		X		
Twisting		X		
Climbing	X			
Reach Above Shoulder		X		
Crouching/Stooping		X		
Kneeling	X			
Balancing	X			
Pushing or Pulling		X		
Repetitive Use of Hands				X
Fine Finger Dexterity				X
Grasping - Simple/Light				X
Grasping - Firm/Strong			X	
Lifting or Carrying:				
• up to 10 lbs			X	
• 11-20 lbs			X	
• 21-50 lbs		X		
• 50 or more lbs	X			
Use of Head and Neck				X
Frequency of Interpersonal Relationships Necessary to Perform Job			X	
Frequency of Stressful Situations Necessary to Perform Job		X		

I have read this job description with the addendum for physical requirements and am able to perform the duties as stated.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Manager and Supervisor Signatures

\_\_\_\_\_  
Date