

## **Family Support Specialist** **Job Description**

**Qualifications:** Bachelor's Degree in social work, criminology, sociology, child development, or related field. A minimum of year for year experience and/or equivalent combination of experience and education may be considered as relevant.

Must have and maintain CA Driver's License with reliable transportation and may require specified car insurance requirements.

**Background Clearance Requirement:** Employment will be contingent on successfully passing a mandatory background check through Fresno County Probation. This will be completed, passed and clearance will be maintained according to the satisfaction of Probation. An outside background clearance will not be accepted or considered.

**Experience:** Facilitating Workshops, culturally sensitive work experience and approaches, data collection, understanding eligibility, case management, collaborating with staff and volunteers as well as providing support and coaching to volunteers who provide services to clients, working with at-risk youth and/or families who have been involved in the juvenile justice system and preparing to re-enter the community (or related population)


**Supervision:** Reports to CEO and/or designated program lead

### **Description of Duties and Responsibilities:**

The Family Support Specialists will be working with the families of the Planned Re-Entry Program youth which includes (but is not limited to) the following work: weekly contact with families of enrolled youth, case management, group sessions, data collection, reports (writing, verbal, etc.), referral, workshops, and providing other relevant services as needed to best aid the youth and family in the re-entering the community with the goal of reducing recidivism. The families served are dealing with complex social and economic problems that may include: homelessness, substance abuse, domestic violence, gang involvement and more. This position may be required to work non-traditional hours as needed to meet the needs of clients on case-load. Below is a

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Focus Forward  
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sample of duties, responsibilities and skills/knowledge that is required to do this job and may not be an exhaustive list as our client and programs needs evolve.

**Major Responsibilities:**

- Partner with Probation and other agencies that will aide in project implementation
- Outreach/recruit, screen for eligibility and enroll clients who are referred by Probation, in conjunction with Probation
- Facilitate workshops for parents and families, maintaining evidence based integrity of curriculum
- Provide ongoing case management, various screenings, and referrals to clients as needed
- Track all services rendered and client outcomes as outlined in the funding requirement
- Use assigned data system to enter all pertinent client information and eligibility documentation gathered by Program Specialist
- Attend various related community meetings and events that are pertinent to service delivery
- Provide culturally aware case management and workshops to all clients
- Ensuring proper communication between direct service progress, challenges, updates or opportunities to assigned project lead and/or CEO

**Specific/Additional Duties:**


- Work with Volunteers and Staff to ensure proper program support
- Cross-screen all clients for eligibility in other Focus Forward and partner agency Services
- Maintain up-to-date, well-organized and accurate case files and records
- All other duties as assigned

**Required Knowledge/Skills:**

- Able to effectively communicate the benefits or program enrollment
- Excellent verbal and written communication skills and organizational skills
- Demonstrated computer skills including, but not limited to: using data bases, use of Microsoft Office, Social Media, Website and Email
- Demonstrated Customer Service Skills
- Ability to develop and maintain professional working relationships with management, co-workers, partners and general public
- Ability to work under pressure and handle multiple tasks simultaneously
- Knowledge of available resources within the community for the client population

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- Ability to work with youth, young adults and families who face multiple risk factors, barriers and have had justice and/or child welfare involvement
- Ability to speak with clients one on one and to speak to large groups of people which may include public presentations and facilitating workshops
- Ability to think critically and identify opportunities, challenges, needs and prioritization of work to meet mandatory outcomes of program and organization
- Must exercise good judgement and have experience working on projects with specific goals and outcome measurements
- Must be organized and be able to connect program and client needs to other services, may need to think 'outside the box' and brainstorm with staff and partners to fully meet client and family needs
- Knowledge/experience with program development, meeting grant deliverables and community based work
- Bi-lingual is preferred

**Work Environment and Physical Conditions/Demands:**

Cubicle setting, sitting/standing for prolonged periods of time, lifting up to approximately 40 pounds (more or less as needed), some meetings and appointments or presentations offsite in the community, heavy computer and telephone usage, physical coordination, working in noisy or crowded environment, speak loudly, stopping, bending, lifting, reaching, must drive vehicle. Must be comfortable working with families facing various challenges and provide services in a non-judgmental manner. These conditions and physical demands are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.


**Compensation:** \$15 per hour. Paid holidays, time off (sick leave/vacation), medical, dental, vision and 403b (403b launching in 2016)

If you are interested in applying please send your resume and cover letter to Joanna Zamora [joannaz@focusforward.org](mailto:joannaz@focusforward.org) or call 559-600-4961 for more information.

Interviews will be held in **July 2016**. Position open until filled.

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