



Program Specialist, Bright Futures
Job Description

Qualifications: Bachelor's Degree in social work, criminology, psychology, sociology, child development or related field or a minimum of year for year experience that is related.

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 Bright Futures Clients, working with at-risk youth and/or families.

Supervision: Reports to CEO and/or designated program lead

Description of Duties and Responsibilities:

The Program Specialist is responsible for providing program support for the Bright Futures (BF) Program including case management, reporting, logistics, intake, and evaluation, attend meetings, scheduling, office/program coordination and implementing evidence based curriculums to clients. This includes providing pregnant and parenting services and education, serving youth and families who've had involvement with county systems, working closely with Focus Forward staff and Fresno County. This will include families with various demographic backgrounds and cultures. This person will be responsible for working with staff on quality assurance and maintaining accurate files and case notes, being highly organized and assessing the needs of families/clients. Below is a 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:

- Facilitate workshops for parents and families, maintaining evidence based integrity of curriculum
- Outreach/recruit, screen for eligibility and enroll clients who are in need of pregnant and parenting services
- Partner with Department of Social Services, First 5 and other agencies that will aide in project implementation
- Office and program coordination of all logistics
- Assisting with scheduling, research, reporting and working with BF team and FF staff
- Intake screenings based on referrals, work with referring entity with follow up with families, ensuring agency is receiving regular referrals and helping screen referrals for appropriate services/classes
- Provide ongoing case management and referrals to clients as needed
- Track all pertinent client information and services rendered as outlined in the funding requirement of Bright Futures Program
- Attend various related community meetings and events that are pertinent to service delivery
- Provide culturally aware case management and workshops to clients, as needed
- 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
- All other duties as assigned

Required Knowledge/Skills:

- Able to effectively communicate the benefits or program enrollment (in person, over phone, to groups, individually, electronically, etc.)
- Excellent verbal and written communication skills and organizational skills
- Demonstrated computer skills including, but not limited to: use of databases, 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

- 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
- 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: \$16/hour. Paid holidays, time off (sick leave/vacation), medical, dental, vision and 403b (403b coming soon).

If you are interested in applying please send your resume and cover letter to Joanna Zamora, Program Manager or call 559-600-4961 for more information. Interviews will be held in July 2016. Position open until filled.