



STEP FORWARD

Classification Specification

FAMILY DEVELOPMENT SPECIALIST (5075)

Purpose of Classification:

The purpose of this classification is to form partnerships with low income families and individuals for the purpose of implementing long term family support and development strategies using the case management model.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Meets with low income families and individuals to provide them with needed community resources and service information; completes individualized case management assessment and service plans with participating individuals and families; maintains a minimum designated caseload of active case management participants; and familiarizes families and individuals with community resources and provides social service information and referrals across a range of social services issues.

Obtains, prepares and maintains and files all program and customer documentation and enters required customer service data into the computer system; prepares and submits program related statistical and narrative reports; provides needs assessment information, direct service, referral and follow-up support for individuals and families who seek assistance through Step Forward programs; and provides targeted social services, intensive support and advocacy for selected families and individuals.

Attends and participates in support groups, meetings, trainings, conferences, seminars and workshops for professional development and to obtain best practices to enable improving job knowledge ability and skills.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associates degree required; supplemented by two years of work experience in Office Administration or related field in a large social services organization; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

License or Certification Required: Must possess and maintain a valid Ohio driver's license.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials such as computers, monitors, copiers, printers, and fax machines used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Step Forward is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Agency will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.