

NORTHEAST FLORIDA COMMUNITY ACTION AGENCY, INC
P.O. Box 52025
JACKSONVILLE, FL 32201
(904) 398-7472

ANNOUNCEMENT FOR THE POSITION OF:
FAMILY SERVICE SPECIALIST ---St Johns County

SALARY	DEPARTMENT	HOURS	OPEN DATE FOR APPLYING	LAST DAY TO APPLY
\$19,115 ANNUALLY	Community Services St. Augustine, FL	Mon-Fri 8am—5pm	Tuesday 08/24/10	Tuesday 09/07/10

IF YOU HAVE A DISABILITY THAT REQUIRES ACCOMMODATION TO PARTICIPATE IN THE APPLICATION PROCESS, PLEASE LET US KNOW AT THE TIME OF MAKING THE APPLICATION.

***NOTE TO APPLICANTS: IF YOU ARE UNABLE TO COMPLETE THE APPLICATION PROCESS IN PERSON, PLEASE MAIL YOUR APPLICATION DIRECTLY TO:**

**NORTHEAST FLORIDA COMMUNITY ACTION AGENCY, INC.
P. O. Box 52025
JACKSONVILLE, FL 32201
ATTN: HUMAN RESOURCES**

RESPONSIBILITIES:

The Family Service Specialist reports to the departmental Manager to provide services to low-income individuals.

DUTIES:

- ◆ Schedules orientation appointments and interviews clients, determining eligibility based on program guidelines and completing intake applications on clients requesting services.
- ◆ Process client information timely and accurately in the Agency’s client database for the supervisor’s review and compliance to Agency and funding source policies and procedures.
- ◆ Develops and/or implements individual program production strategies based on Agency procedures.
- ◆ Submits timely requisitions and other supporting documents to execute program services and results.
- ◆ Provides applicants with information for other social service agencies and prepares referrals, as needed designed to connect applicants to requested services.
- ◆ Performs various general duties, which may include making client appointments, typing and filing using technology systems to achieve program results and National ROMA goals 1, 2, 3, 4 and 6, as appropriate.
- ◆ Works with other agencies to provide services to applicants and customers, collecting feedback for program improvement purposes.
- ◆ Conducts outreach activities designed to ensure a wide range of participation for potential applicants.
- ◆ Properly prepares and manages client case records, to include case note and pertinent documentation to support decisions and results achieved.
- ◆ Performs other job-related duties as may be assigned.

QUALIFICATIONS:

Applicant must possess college credits in pursuit of Sociology, Psychology degree or related fields with a minimum of two years experience in social service or an acceptable combination of education and experience; must have computer skills and knowledge of various software.

NOTE: Applicants must meet the minimum requirements for this position. The application must be submitted to the Human Resources Department by the closing, along with all other documents if required; (i.e., copies of college degrees, college transcripts, certificates, diplomas, professional registration, etc.) Applications are accepted Monday through Friday from 8:00 a.m. to 4:30 p.m.