

Crowley's Ridge Development Council, (CRDC) Inc.
Human Services Department

Position: Human Services / Family Development Specialist
FLSA Class: Full-Time, Non-Exempt
Program: Human Services/Case Management
Reports To: Human Services/Family Development Coordinators
Grade: 4

General Responsibility:

Carry out duties assigned that provide assistance and support to families in an effort to help them become self-sufficient.

Essential Duties & Responsibilities:

- Perform customer service for LIHEAP/CSBG clients by processing applications and ensuring that all required documentation is received.
- Assessing cases and compiling case reports containing relevant information.
- Provide case management in a safe, timely, effective, efficient, equitable, and client-centered manner.
- Providing support, guidance and counsel to individuals and families in need.
- Making referrals or introductions to other agencies.
- Motivating individuals to participate in programs that lead to goal achievement and change.
- Interact with customers to keep track of their progress and to ensure satisfaction.
- Promote quality and cost-effective interventions and outcomes.
- Ensuring that data entry and reports are submitted in a timely manner.
- Provide assistance to families in need of CRDC assistance through information assistance, assistance with applications, documentation gathering, forwarding applications to appropriate programs and follow-up when necessary.
- Responsible for knowing the client eligibility requirements as well as the policies and procedures of the Agency and all funding sources for programs as assigned and staying abreast of changes.
- Attend trainings and participate actively in information exchange as required.
- Responsible for safeguarding all confidential information as it relates to job duties.
- Other duties as assigned by his/her supervisor for the efficient operation of the program and agency.

Qualification and Education:

- Associates degree and/or combination of education and work experience in a related field. CRDC reserves the right to substitute valid work experience in lieu of the education requirement.
- Knowledge of case management principles.
- Effective communication skills.

- Proficient computer skills.
- Must be organized and practical.
- Proven coordination skills to connect individuals/families with relevant services.

Work Environment:

- Office environment with moderate noise levels (printers, phones, foot traffic)

Physical Activity:

- Must be able to sit, stand, walk bend, squat, and lift.
- May occasionally be asked to lift and carry at least 30 pounds

Special Requirements:

- Reliable Transportation, Valid driver's license & auto liability Insurance
- Background Check, Driving records check, and drug screen

Public Relations:

- Represent the Agency in activities related to the job.

Crowley's Ridge Development Council, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.