



Family Service Agency

Strengthening Individuals & Families

Family Support Specialist

Reports To: Director of Community Programming & Outreach

Primary Work Location: 1325 Sycamore Road, DeKalb, IL

Compensation: \$17/hour, salary non-exempt

Hours: 40 hours /week, normal business hours, some weekend and evening hours required

Description: Our Family Support Specialists are responsible for providing individualized, family-oriented case management services to low-income DeKalb County residents. Family Support Specialists guide clients in achieving goals that will support household stability and family self-sufficiency.

Duties & Responsibilities:

- Conduct intake assessments to determine eligibility for Community Action Program
- Provide outcomes-focused services to Program Participants utilizing trauma-informed support and addressing the unique needs of each participant
- Use comprehensive support services to increase household stability, self-sufficiency, and support participants' efforts to move out of poverty
- Maintain caseload and provide direct client services
- Maintain client files, case notes, and data entry
- Answer client calls, participate in rotating walk-in schedule
- Support Senior Service programming as appropriate
- Support Family Service Agency and Community Action outreach efforts as appropriate

Education:

- Required: currently possess a High School Diploma or equivalent
- Preferred: currently possess a Bachelor's Degree in a human service field (ex: psychology, sociology, human development, non-profit, etc.)

Experience:

- Documented experience working with diverse populations (at least 2 years)
- Documented experience working with low-income families

Requirements:

- Must have a working vehicle and valid driver's license and insurance
- Must have COVID-19 vaccine
- Must be willing to undergo a DCFS Background Check
- Must be able to comply with HIPPA regulations
- Bilingual is a plus!

Family Service Agency is an equal opportunity employer.