

Family Support Specialist (Community Action Program)

Reports To: Director of Community Programming & Outreach

Primary Work Location: 1325 Sycamore Road, DeKalb, IL 60115

Pay: \$18.50/hour (differential pay for fluent Spanish speakers)

Purpose: 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:

- Maintain a consistent and effective service delivery, ensuring positive staff-to-client communication and overall client satisfaction
- Conduct intake assessments to establish a housing stability plan, determine eligibility, and provide intake, resources, and financial assistance to individuals/families to prevent homelessness
- 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, and self-sufficiency, and support participants' efforts to move out of poverty
- Maintain caseload and provide direct client services and maintain client files, case notes, and data entry
- Answer client calls, participate in rotating walk-in schedule
- Monitor electronic and hard copy program service documentation to ensure appropriate information has been documented.

Education & Experience:

- Required: High School Diploma or Equivalency
- Required: Case Management Experience
- Required: Documented experience providing direct services to clients
- Preferred: Lived experience related to the job description and populations served
- Preferred: Bilingual in Spanish (written & oral)

Special Requirements:

- Must have driver's license, working vehicle, and active operator's insurance
- Must have COVID-19 vaccine
- Must be willing to undergo background checks

Application

peopleandculture@fsadecalbcounty.org | www.fsadecalbcounty.org