



JOB DESCRIPTION

FAMILY SERVICES SPECIALIST	FLSA Status: Non-Exempt
Latest Review Date: 02/2026	Department: CSBG
Effective Date: 02/2026	Reports to: Family Services Coordinator

POSITION SUMMARY

Evaluate needs and identify available NEICAC programs or external referral sources to improve individual and family stability. Assist individuals through the application and eligibility determination process for NEICAC programs. Collaborate and advocate for improved individual and family wellbeing and outcomes. This position must perform regular duties at the assigned worksite.

NEICAC's Core Values are Growth, Adaptability, Respect, Responsive, Compassion, and Collaboration. The Thrive Navigator is expected to exemplify these core values and to comply with agency and departmental policies and procedures that reflect and promote them in service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

Agency Specific:

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency wide trainings
- Must travel occasionally within or out of service area
- Establish a collaborative and communicative relationship with co-workers
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

Program Specific:

Family Services

- Become knowledgeable in and assist customers through NEICAC's omnichannel system via chat and case resolution.
- Assess each customer's reported situation to identify needs and make appropriate referrals to NEICAC programs and other resources.
- Work with customers to complete the application process for agency programs and assistance.
- Follow up on agency referrals and advocate for customers to obtain services from other agencies.
- Contact individuals and families by phone, e-mail, mail or home visit when necessary.
- Maintain Food Pantry operations including ordering & distribution, required data entry, documentation and donation procedures, and compliance components if assigned.
- Accurate and timely input of data and supporting documents into agency database(s).
- Work cooperatively with other Family Services staff, LIHEAP Coordinator and Family Services Coordinator to ensure timely and efficient responses to customer needs.
- Oversee volunteers and comply with volunteer procedures, record keeping, and reporting of hours.

Early Childhood Programs

- Recruit for Early Childhood Programs (ECP) following program eligibility criteria in assisting customers to complete applications.
- Complete family profile and action plans with customers and communicate goals with staff during team meetings.
- Input accurate and timely data into ECP and agency database(s).
- Complete trainings applicable to supporting Head Start enrolled families in goal achievement.
- Follow up regarding progress, barriers, and goal completions to support families in reaching goals.
- Conduct monthly contacts with each enrolled family, addressing identified concerns.
- Follow up on absences, family needs or other identified concerns.
- Participate in team meetings and parent meetings.
- Attend Head Start Open House, orientations and other identified functions.
- Complete home visits as required by program regulations.

SUPERVISORY RESPONSIBILITIES

N/A

REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High School Diploma or General Education Diploma (GED) and general administrative/office skills required. Experience with providing services to low-income populations and trauma informed care practices preferred.

PRACTICAL SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to maintain balances of funds available and funds disbursed.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES & REGISTRATIONS

Must have valid driver's license and carry state of Iowa minimum levels of automobile insurance. Must satisfactorily complete a Criminal Records Check (including fingerprints), pre-employment Drug Screen, and Physical.

All Family Services staff must successfully complete child and dependent adult abuse training and maintain certification.

Family Services staff working directly with families on the family partnership process for Head Start must also complete the Family Service Credential within 18 months of employment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date _____

Print Name _____