

<b>Job Title</b>	Family Development Worker
<b>Reports To</b>	Family Development Specialist
<b>Supervise</b>	n/a
<b>Status</b>	Regular, Full-Time, Non-Exempt

**Job Summary:**

Deliver all applicable and available family development programs (case management activities) to eligible families and individuals in the assigned service area. Assist families/individuals in establishing short- and long-term goals toward obtaining the skills and resources needed to attain self-reliance.

**Duties and Responsibilities**

1. Assist low-income families and individuals in establishing short- and long-term goals directed toward obtaining the skills and resources needed to attain self-reliance.
2. Maintain a minimum of 40 active case management cases, input and regularly update information and case note in physical files and data base (computer software).
3. Establish at a minimum monthly contact with case management participants, documenting each contact in the case file. Monthly contact generates information regarding changes in participant's situation and/or progress towards goals. The mailing of newsletters and/or seminar attendance is not considered a monthly contact, although this information is to be logged in the case file.
4. Work closely with Outreach Workers, Family Support Workers, Community Services Supervisor and Community Partners for participant recruitment, maintain updated records, support holistic approach while assisting families/individuals and report/track current outcomes. Responsible for assisting with creation and mailing of monthly newsletters.
5. Maintain and appropriately secure files and records for all programs. Protect and insure client confidentiality at all times.
6. Assist in maintaining database for Case Management.
7. Community Services staff are cross-trained and may need to fill in and assist with other programs within the department.
8. Submit weekly, monthly, and quarterly reports to supervisor and/or designee.
9. Actively participate in local area Resource Councils or similar groups in order to keep informed of resources available to clients.

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10. Maintain and establish partnerships throughout the community; annually update partnership agreements.
11. Cooperate with agency program staff to maximize services to target population.
12. Assist other staff in the areas of specialized knowledge.
13. Furnish agency information to local school officials, public elected officials, target area councils and news media as needed to optimize positive publicity (within the guidance of the agency Public Relations Policy).
14. Attend training workshops as needed.
15. Responsible for requesting training or clarification of any job duties or assignments not understood.
16. Review, certify and/or verify statements, time sheets, travel, etc. for accuracy before submitting for payment.
17. Review program files for accuracy and completeness prior to close-out reports and monitoring visits.
18. Perform other duties as assigned.

**Qualifications**

High school diploma or equivalent. Degree in family services or social service field preferred. Experience in working with and motivating low-income families beneficial. Proficient in computer operation and Microsoft Word, Excel, PowerPoint and Publisher. Must have a valid driver's license and reliable transportation. Must apply for, and pass criminal records check through the Identification Bureau of the Arkansas State Police. Must complete and pass a Child Maltreatment Central Registry Check. Lift 50#.

**Physical Demands**

Occasional lifting and moving of general office equipment, furniture and project materials, long periods of sitting and reading and keyboarding, frequent driving within the 6 county service area, occasional driving to out-of-area functions.

**Non-Physical Demands**

Multi-task, repetitive review of similar documents, conflict resolution with demanding customers/clients.