Mid-Iowa Community Action, Inc.  **Job Description**

**TITLE: Family Development Worker**

**Reports to:** Family Development Partnership Manager

**Job Summary**

Assists low-income families to apply for resources and program services. Works with families to resolve crisis situations. This position must perform regular duties at the assigned worksite. This position may be assigned to alternate site as needed.

**Essential Job Functions**

Builds and maintains positive relationships with families, team members and agency and community partners to achieve results

* Maintains a high level of confidentiality and ethical conduct.
* Implements effective strategies to inform families about programs and services
* Attends meetings as required
* Assist with orientation of new staff as needed
* Assist with management of food pantry (as applicable)
  + Order supplies
  + Assist with providing support and supervision for volunteers
  + Assist with stocking supplies and dissemination of food packages.

Compliance

Delivery of Services

* Recruit for all MICA programs
* Assess family needs and link families to resources meeting their needs.
  + Determine eligibility and take applications for MICA’s programs.
* Assist in delivery of services as defined by Family Development Center Manager and Program Coordinators.
* Negotiate and communicate with utility companies, landlords, and others to prevent disconnection or eviction.
* Recruit, train, and supervise office substitutes and volunteers; record volunteer time.

Documentation and Reporting

* Creates and maintains documentation and reports per agency standards and funder requirements.
* Monitor fund balances for emergency programs.
* Tracks contributions.

Local Crisis Manager

The person in this position is designated as the Local Crisis Manager per MICA’s Emergency Procedures. Responsible for the following:

* Have knowledge of the location of building utilities shutoffs.
* Coordinate and document required tornado and fire drills.
* Post emergency evacuation plans, location of the storm shelter areas
  + Document that staff are aware of these postings.
* Train all staff in emergency drills, understanding and use of emergency equipment, and procedures per the MICA Emergency Procedures booklet.
* For drills, make sure that all employees and site visitors evacuate the building, go to the designated outside meeting area and confirm that everyone is accounted for.
  + In emergency situations, do roll call to ascertain whereabouts of all employees and site visitors.
* In facilities that include E/HS Classrooms, coordinate drills with the designated E/HS staff person.

Develop skills and knowledge related to the position

* Learns and understands basic eligibility requirements and screening procedures of all MICA programs and community resources
* Attend all trainings as needed or required
* Must obtain current First Aid Card and CPR Certification, Mandatory Child Abuse Reporter Training, and Universal Precautions training.

**Knowledge, Skills and Attitudes:**

* Able to read, write and speak the English language
* Committed to the concept of diversity and the inherent worth of every individual
* Strong commitment to achieving results
* Strong communication skills, including listening skills
* Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines
  + Utilizes problem solving skills in all situations, identifying a range of reasonable options and alternatives
  + Knows how to use data to inform decisions to create best practice
* Dedicated to continuous learning
* Must be able to maintain *strict* confidentiality
* Strong computer skills. Must be able to learn and effectively use a variety of computing software, electronic devices and databases

**Working Conditions (Essential physical, mental and emotional demands)**

*The 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.*

* Generally a 40-hour week. Rarely is overtime required. Position at Tama and Iowa Falls worksites are part time during May through September.
* This position requires mental and emotional work. Strong ability to think and reason independently, maintain objectivity and to exercise sound judgment.
  + Regularly required to analyze, review, and prioritize to make decisions regarding emergency needs on a regular basis
  + Occasionally required to manage a stressful environment utilizing crisis intervention skills.

1. The physical environment requires the employee to work indoors, in an office space that may or may not be shared.

* The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
* The person in this position will have to move and organize food pantry donations, boxes of programs materials or files, which may weigh up to 50 pounds

1. The person in this position frequently communicates with community members and colleagues, both one-on-one and in groups, regarding agency programs. Must be able to exchange accurate information in these situations.
2. Frequently operates a computer and other office productivity machinery and devices, such as a copy machine, a computer printer, and an IPad or tablet.
3. This position requires occasional driving about the MICA service area.

* Must have and maintain reliable transportation, a valid driver’s license and proof of automobile insurance

**Education & Experience**

**Required:**

* High School Diploma or equivalent
* One year of customer service experience

**Preferred:**

* Associate’s Degree in Human Services/Office Management
* Experience working with low-income or community programs
* Ability to speak Spanish
* Demonstrated level of proficiency in reading, writing and speaking the English and Spanish languages in order to provide oral interpretation and/or written translation
* Previous interpreting/translating experience

**Other:**

**Candidates offered the position must meet the following criteria:**

* Successful completion of all background checks at hire and thereafter according to agency and program standards.
* Must have a pre-employment physical examination, and every three years thereafter, to prove ability to perform work duties.
* The physical exam must include any necessary testing for communicable diseases, including a TB assessment as required by the Iowa Department of Human Services Child Care Licensure standards.

1. Staff who work in centers that serve infants or who do home visits will be required to have a Tdap immunization per Centers for Disease Control and Prevention (CDC) recommendations.

**Other Duties**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Additional information

|  |  |  |  |
| --- | --- | --- | --- |
| Program | Family Development | Management? (Yes/No) | No |
| Generic title | Family Development Worker | FLSA status | Non-Exempt |
| Pay grade | Band 5 | Revised | September 2019 |
| EEO 1 Category 6 | Administrative Support Worker |  |  |

**EQUAL OPPORTUNITY EMPLOYER**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_**

Signature of Employee Date