

Job Title: Family Services Specialist
Department: CNI- Newport News
Reports To: Family Services Manager

Salary: \$37,469 - \$41,683

SUMMARY

Performs social work and mobility case management for households in the Choice Neighborhood Marshall-Ridley neighborhood. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the Newport News Human Services Department such as financial assistance, childcare assistance, and other programs associated with the CNI Support Services and Programs identified in the People Plan. Work involves performing case management, relocation coordination with Newport News Redevelopment Housing Authority, providing counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Monitor individual and household development plan goals through information and assessment of client background.
- Processes intake applications for necessary community resources and diversion.
- Create individual and household development plans.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Performs other related duties as required.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of one year of appropriate and related experience public assistance program administration.
- Experience with program eligibility evaluation.
- Must possess experience working with public housing residents. TANF and VIEW experience preferred.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday.

You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607 or email resume or application to: hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer