

EAST RIVER FAMILY STRENGTHENING COLLABORATIVE JOB DESCRIPTION

Title:	Community Support Specialist, Family Success Center		
Employment Status	X	Full Time	Part Time
		Temporary/Seasonal	Volunteer/Internship
FLSA Status	Non-Exempt		
Department	Community Services		
Report To	Center Manager		
Primary Location	Family Success Center		
Original Date	2019		
Approved By	Executive Director		
Revision Date			

Position Summary: Under the supervision of the Center Manager, the Community Support Specialist (CSS) will assist youth, families and seniors in their physical, social, emotional and daily life skills development with the aim of increasing their independence and allowing them to function appropriately in the community. The Community Support Specialist will also assist clients in connecting with community resources, providing education and outreach in group and individual settings.

Specific Duties and Responsibilities

- Maintain calendar of programs
- Maintain office coverage
- Work with the Manager to establish and maintain referral partnerships with various community organizations and service providers
- Develop and maintain a list of community resources
- Track referrals and service utilization of all center members through NowPow
- Input resident data in ETO Connect and other databases as required
- Welcome and sign in residents keeping a record of visitors
- Increase the community's awareness of wraparound services and supports in Ward 7
- Actively participate in internal and external training opportunities
- Ensures that strength-based, family-driven, values-based practices are understood and practiced by providers
- Establishes relationships with existing community programs and resources to help them develop capacity and skills to serve the unique needs of center members
- Works closely with local providers to ensure participation in the system of care
- Exhibit a positive attitude, enthusiasm and ability to engage others towards a common goal
- Other duties as assigned.

Qualifications Required

- High School Diploma (or GED equivalent) is required or an equivalent combination of education and directly related experience; Bachelor's Degree or AA Degree in a related field is desired
- Good oral and written skills

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- Ability to engage residents and to communicate with individuals at all levels articulating the mission of ERFSC and the Family Success Centers
- Demonstrated experience in engaging the community
- Must present a warm and engaging personality
- Ability to work harmoniously with residents and ERFSC team
- Ability to work independently and maintain a flexible schedule
- Experience in Event Planning & Management is desired
- Availability during evenings and weekend
- Resident in the Minnesota Avenue/Benning Terrace or Benning Park/Benning Terrace neighborhood preferred but will consider qualified Ward 7 or DC resident
- FBI clearance, DC and local clearance
- DC and local Child Abuse Registry clearance
- Clean Drug and Alcohol test
- TB screening
- Valid driver's license, copy of driving record and proof of valid auto insurance

Skills and Competencies Required

- Ability to follow confidentiality protocols
- Effective interpersonal skills
- Personal computer proficiency (Microsoft Office preferred)
- Demonstrated cultural competence and responsiveness
- Demonstrated knowledge of resources to support families in the District of Columbia

Special Considerations Working Environment

Indoor office environment 70% of the time; in the Ward 7 community and other agencies and organizations 30% of the time.

Travel

Local Travel

Physical Requirements

- 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 frequently required to sit at a workstation and use a personal computer and telephone. The employee must be able to lift and/or move general office supplies, files or boxes weighing up to 10 pounds.

Note: A signed copy of this Job Description will be kept in your personnel file.