# Family and Community Development (FCD) Specialist

**Position Description**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Family and Community Development (FCD) Specialist</th>
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<tbody>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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<tr>
<td>Pay Grade:</td>
<td>11</td>
</tr>
<tr>
<td>Pay Range:</td>
<td>Min. $11.48, Max. $17.21</td>
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<td>Reports To:</td>
<td>Designated Supervisor</td>
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<tr>
<td>Latest Revision:</td>
<td>August 2018</td>
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**Primary Purpose:**
Responsible for assessing family needs and assisting families in accessing services in the agency and in the community which help them to overcome barriers to self-sufficiency.

**Specific Duties & Responsibilities:**

1. Assess family needs informally or formally, determining with the family what approaches can best help them maintain or achieve self-sufficiency. May include formal assessment and goal development.

2. Complete agency intake applications for all services. Process applications and determine eligibility, ensuring the process results in a responsive outcome for approved families.

3. Assist in conducting outreach to ensure customers from throughout the service area receive information and services. This includes home visits, outreach efforts in outlying areas, and special events.

4. Assist families in obtaining transportation services to access agency and community resources.

5. Help family’s access community-based services by making personal contact with other community providers on a case-by-case basis.

6. Complete required documents and reports for each customer. Maintain all required service and financial records necessary to complete any and all required reports.

7. Review difficult or unusual cases and recommend potential solutions.

8. Conduct data entry and report development as required by each service delivered.

9. Deliver high quality, responsive customer service.

**Required Knowledge, Skills & Abilities:**

1. Requires an Associate’s degree or extensive job related experience.

2. Requires a valid Illinois driver’s license.

3. Requires at least two years verifiable experience in a human services setting.

4. Requires knowledge of human services programs and available community resources.

5. Requires basic mathematical skills necessary to calculate eligibility benefits.

6. Requires basic computerized data base familiarity and record keeping methods.

7. Requires certification as a Family & Community Development Specialist within one year of employment.

8. Requires the ability to travel overnight or longer to meetings, training, or work sites as required.

9. Must pass all criminal background clearances.

10. Ability to speak Spanish desired.
service.

10. Actively participate in carrying out the mission of the agency by participating in training and staff meetings.

11. Dependable at reporting to work at the scheduled time and seldom absent from work.

Mission Statement:
Provide information, training, education, and other services that engage and empower families and communities to become self-sufficient.

12. Perform other duties as assigned.

Desired Outcomes:

1. Families receive services to help them ameliorate crises, and to help them achieve a greater degree of self sufficiency.

2. Agency grants and contracts are fulfilled with accurate, timely reporting and high quality service delivery.

3. Customers receive highly responsive services, with confidentiality protected at all times.

4. Information on Agency services is communicated effectively and accurately throughout the service area.

This position description is intended as a guideline and is not intended to be all inclusive or exact, or construed as an expressed or implied contract. Changing business needs require revisions to job specifications and ECICAA reserves the right to change or modify position requirements at any time.

I have read, understand and have received a copy of the Job Description for my position.

Employee Signature __________________________  Date ____________