



## UpValley Family Centers

### Job Description: Family & Emergency Services Program Associate (Temporary position)

**Employment Type:** 1 FTE non-exempt, temporary (3-6 months)

**Salary:** \$20/hour or based on experience

**Benefits:** Paid sick leave, holidays

**Location:** Calistoga and St. Helena offices and some remote work from home

**About UpValley Family Centers:** Our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. We reach all ages with a variety of programs and serve as essential resource hubs for residents living in the upper valley of Napa County. We maintain partnerships with over 40 early childhood programs, school districts, nonprofits, city and county agencies. Learn more at: [www.upvalleyfamilycenters.org](http://www.upvalleyfamilycenters.org).

The temporary Emergency Services Program Associate is supervised by UpValley Family Center's Family & Emergency Services Specialist and provides support to case managers working with households affected by the LNU Lightning Complex Wildfires in Napa County. He/she works collaboratively with UpValley Family Center staff and local service providers/partner organizations to support the provision of relief and recovery resources for local residents affected by the wildfires.

#### **Responsibilities**

- Assess client needs and provide services offered by the UpValley Family Center (UVFC) Fire Relief Program or referrals to partner organizations.
- Provide information to LNU clients about services in English and Spanish, screen them for eligibility, gather needed documentation, and refer them to appropriate case manager.
- Assist clients to access community resources and social support networks.
- Maintain detailed records of all communications/contacts with families requesting assistance. Regularly maintain/update the client database.
- Work collaboratively with other UVFC Family and Senior Services staff to implement the LNU Emergency Financial Assistance Program. Make connections with other community-based financial or in kind support programs, ensuring proper client enrollment. Identify and share emerging trends with program staff.
- Develop and participate in outreach strategies to bring the services of UVFC to impacted households.
- Assist with narrative reports for funding sources about the services provided.
- Attend staff meetings, project-related meetings, trainings, and other functions as requested.
- Perform other duties as assigned.

**EDUCATION and/or EXPERIENCE:**

An appropriate combination of education and experience to perform the essential duties is required. The ideal candidate will have:

- written and verbal communication skills in English and Spanish is required
- excellent customer service skills and service-oriented (in person and remotely); experience with and sensitivity to individuals and families in crisis
- understanding of client confidentiality and professional boundaries
- ability to work with diverse ages and backgrounds
- knowledge of safety net resources available to individuals and families; interest in learning about new resources and sharing information with others
- ability to work well with staff at all levels of the organization
- highly organized with knowledge of word processing, spreadsheet, database management software and internet navigation
- knowledge of Napa County
- BA/BS Degree in social work, sociology, human services or related field is preferred

**To apply:** Email cover letter and resume to [ilopez@upvalleyfamilycenters.org](mailto:ilopez@upvalleyfamilycenters.org).  
Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.