



UpValley Family Centers

Job Description: Temporary Family Services Specialist

Employment Type: 1.0 FTE non-exempt, Temporary full-time (for up to 6 months)

Salary: \$22/hour or based on experience

Benefits: Paid sick leave, vacation, holidays and health insurance benefits

Location: Calistoga and St. Helena offices and some remote work

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.

The Family Services Specialist is supervised by the Family & Senior Services Program Manager and provides case management and family wellness services to upvalley residents. He/she works collaboratively with UpValley Family Center staff and local service provider's/partner organizations to support people during times of crisis and help people to reduce and manage stress. Additionally, he/she connects local residents affected by the wildfires to resources of relief and recovery. Due to COVID, a majority of work with clients will be done via phone and computer. A combination of working in our offices and remotely from home is expected.

Responsibilities

CASE MANAGEMENT

- Provide direct case management services using a strengths-based approach. Activities will include client assessment, goal-setting, connection to resources, referrals, follow-up.
- Provide information to clients about services, screen them for eligibility and enroll them in appropriate programs.
- Assist clients to access community resources and social support networks. Provide technical support to clients seeking resources who may be challenged in use of technology.
- Maintain detailed records of all communications/contacts with families requesting assistance. Regularly maintain/update the client database.
- Refer clients to appropriate mental health services.
- Assist clients with information and applications for public benefits, including Medi-Cal, CalFresh; refer clients to other internal UVFC programs/services as needed (education, community engagement, economic success).

EMERGENCY ASSISTANCE PROGRAMS

- Assess client needs and provide emergency preparedness and/or disaster relief services offered by the UpValley Family Center (UVFC) or make referrals to partner organizations.

OTHER

- Develop and participate in outreach strategies to bring the services of UVFC to more families.
- Collaborate on special projects as needed.
- Assist with narrative reports for funding sources about the services provided.
- Attend staff 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:

- BA/BS Degree in social work, sociology, human services or related field is preferred
- written and verbal communication skills in English and Spanish is required
- excellent customer service skills and service-oriented; 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
- knowledge of word processing, spreadsheet, database management software and internet navigation
- knowledge of Napa County

To apply: Email cover letter and resume to ilopez@upvalleyfamilycenters.org.
Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.