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

Employment Type: 1 FTE non-exempt, temporary (until June 30, 2022)
Starting Salary: $20.50 hour or based on experience
Benefits: Paid sick leave, vacation, holidays
Location: Calistoga and St. Helena offices and some remote work from home

About UpValley Family Centers (UVFC): 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 & Emergency Services Program Associate provides support to case managers working with households affected by the 2020 Wildfires and those affected by COVID-19 financial hardship in Napa County. He/she works collaboratively with UVFC staff and local partner organizations around the provision of relief and recovery resources for local residents affected by the 2020 Wildfires or COVID-19. This temporary position is supervised by UVFC’s Family & Senior Services Program Manager.

Responsibilities
- Assess client needs and provide services offered by UVFC’s Fire and or COVID-19 Relief Programs, or make guided referrals to partner organizations.
- Provide information about recovery programs to clients affected by the 2020 Wildfires in English and Spanish, screen them for eligibility, gather needed documentation, and refer them to the appropriate case manager.
- Using a customer-service, client-centered approach, assist clients to access community resources and available 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 Wildfire Relief Program and the Emergency Rental Assistance Program.
- Identify and share gaps or emerging trends with program staff.
- Assist in identifying other sources of wildfire relief services, and make the appropriate referrals – including ensuring proper client enrollment.
• Develop and participate in outreach strategies to bring the services of UVFC to impacted households.
• Participate in events with collaborative partners to disseminate information about available resources.
• Assist with narrative/data reports to funders about the services provided.
• Attend staff meetings, program meetings, project-related meetings, trainings, and other functions as requested.
• Attend Efforts To Outcome (ETO) client database training to ensure data is properly entered.
• Ensure private and confidential client information, documents, and electronic files are properly secured.
• 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:
• excellent written, verbal, and listening skills in English and Spanish are 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 and detail-oriented, with knowledge of word processing, excel spreadsheet, google docs 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 tlopez@upvalleyfamilycenters.org.
Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.