

CITY OF CHATTANOOGA
Classification Specification Title: Family Support Specialist

Department: Community Development

Pay Grade: GS.07

Supervision Received From: Family Support

FLSA Status: Non-Exempt

Program Coordinator

Established: 3/7/19

Supervisory Responsibility For: None.

Revision Dates: 4/2/25;

10/20/23;12/30/12

CLASSIFICATION SUMMARY:

A Family Support Specialist helps families experiencing poverty to change their lives and improve their economic security, by providing Family Coaching and case management, as well as short-term financial assistance with housing and utility bills. An FSS provides assistance for families by determining what type of aid they need in consultation with the family, developing a family goal plan as-appropriate, and providing coaching, expert advice, and relational support for families' goals. An FSS provides financial assistance as-appropriate within the guidelines of assistance grants, including CSBG. An FSS researches services available to clients and coordinates services provided to clients, and assists clients with completing paperwork to apply for assistance programs.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. FSS(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Interviews and counsels clients requesting assistance from the Office of Family Empowerment to determine the nature and degree of their challenges.

Secures all information necessary to evaluate factors contributing to the client's situation.
Evaluates contributing factors along with client's strengths and resources.

Determines eligibility for services and appropriate services to be rendered; develops a service plan in conjunction with the client to address the challenges identified.

Assists clients with completing applications and related documentation.

Processes application, documentation, and provides financial assistance as-appropriate.

Learns and correctly applies all grant guidelines and Office policies and procedures in processing assistance requests and completing work with clients.

Compiles and maintains client records.

Refers clients to community resources and other organizations.

Provides ongoing coaching and case management to clients enrolled in programming and coordinates with community partners and volunteer mentors to support client success.

Provides ongoing support for client's goal plan, and supports client in making strong progress toward their goals within the program eligibility period.

Assists family to live the lives they want and achieve greater economic security

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Associates Degree in Psychology, Sociology, Public Administration, or Social Work, supplemented by two (2) years' experience working with clients in similar situations, or four (4) years equivalent education, experience/training sufficient to successfully perform the essential duties of this job will be considered. Bachelor's degree in Psychology, Sociology or Social Work preferred, or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None.

SUPPLEMENTAL INFORMATION:

Knowledge of Social Work principles and practices. Knowledge of the causes and conditions of poverty in Hamilton County. Skilled in defining problems, collecting data, establishing facts to draw valid conclusions. Ability to form a professional supportive relationship with clients experiencing poverty.

Ability to actively listen, and to evoke desires, preferences, and solutions from clients. Ability to motivate, appropriately challenge, and support clients as they progress toward their goals. Ability to assist clients to solve the challenges they encounter as they progress toward their goals. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or concerns from clients, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and board of directors. Ability to provide excellent customer service.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. An individual in this role may exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

WORK ENVIRONMENT: This job operates in an office environment and is environmentally controlled. This role routinely uses standard office equipment, inputs data into spreadsheets, etc.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.