



JOB DESCRIPTION

Job Title: Family Service Program Specialist

Reports to: Chief of Family Services

Supervises: No

Job Code: 815

FLSA Status: exempt non-exempt full-time part-time other
Salary

Ranges: Starting at \$55,000

Position Summary:

The **Family Service Program Specialist** is responsible for providing direct support to the Chief of Family Services by ensuring compliance with grant requirements and reporting obligations. This role involves tracking grant deliverables, completing grant reports, tracking and completing fraud reports for the Family Service Department.

Essential Job Functions:

Grant Management & Reporting:

- Track grant deliverables to ensure compliance with funding requirements.
- Complete and submit grant reports accurately and on time.
- Maintain detailed records and documentation to support grant compliance.
- Monitor program performance and impact, making data-driven recommendations for improvements.
- Communicates and updates Chief of Family Services regularly on all grant tracking and reporting.
- Communicate regularly with relevant Family Service Managers and Program Directors through e-mails, phone calls and meetings. Provides related information for the Coalition management and staff on a timely basis.
- Fosters teamwork and collaboration amongst the Family Services Department.

Fraud Reporting & Tracking:

- Track all potential suspected fraud cases within the Family Service Department.
- Complete the timeline for all suspected fraud cases for the Family Services Department.
- Complete the suspected fraud report in Salesforce for the Family Services Department.
- Collect all supporting documents for each suspected fraud case.
- Communicate regularly with relevant Family Service Managers and Program Directors through e-mails, phone calls and meetings. Provides related information for the Coalition management and staff on a timely basis.
- Communicates and updates Chief of Family Services regularly on all suspected fraud tracking and reporting.

Program Support

- Ability to effectively communicate sensitive information and exercise sound judgment.
- Knowledge of basic customer service techniques.
- Ability to present information to groups of 50 or more.
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Understanding of the adult learner.
- Ability to establish and maintain effective working relationships with a variety of constituents.
- Ability to solve problems and deal with a variety of variables.
- The employee is frequently required to stand, walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision and distance vision.
- Proficiency in the operation and use of personal computers and computer software applications (Microsoft Office Suite). Ability to navigate the internet.
- Complete other duties and tasks assigned.
- Ability to work flexible/hours schedule i.e., occasional Saturdays, or evening hours.

Administrative & Compliance Duties:

- Ensure all program activities align with organizational policies, regulations, and funding requirements.
- Maintain accurate records, case files, and reports for audits and program evaluations.
- Submit all grant reports to each funder's designated reporting system.
- Complete any corrections and/or revisions on all required reporting
- Professional appearance and presentation are required.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:

- Demonstrated ability to create, prepare written data, narrative presentations, and deliver convincing presentations.
- Ability to work in a fast-paced, regulated environment with creativity and enthusiasm.
- Ability to work independently and respond to deadlines while working in a team environment.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on own and subordinate's assignments with little or no supervision.
- Ability to work collaboratively and foster teamwork amongst cross-functional teams.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Family Services Program Specialist

- Works collaboratively with other departments to prepare reports, discussion papers, graphs and charts for presentations to internal and external audiences.
- Knowledge of English business language with ability to communicate clearly and concisely, both orally and in writing.
- Experience in program coordination, grant management, and compliance reporting.
- Strong analytical and organizational skills to track deliverables and manage reporting deadlines.
- Excellent communication and interpersonal abilities for working with diverse populations.
- Knowledge of social service systems, grant regulations, and fraud prevention practices.
- Proficiency in data management, reporting software, and Microsoft Office Suite.
- This job requires interaction with children who are birth to five years of age at coalition community and volunteer events.
- This position requires a candidate who can work remotely occasionally and in an office setting, with the ability to complete mandatory in-office trainings and attend meetings when required. Requires high-speed internet access that can be maintained daily, at least 25 Mbps (download) and 5 Mbps (upload) when working in a secure home location. Basic understanding of how to troubleshoot computer and internet issues. Must be Tech savvy overall, using cloud-based systems, with proficiency in Microsoft Office (Excel, PowerPoint, Word, Outlook). Knowledge of general office procedures of basic operational tasks, including answering phones, using email, and using computerized and online systems to perform daily work.

Education and Experience:

- Bachelor's degree in Social Work, Human Services, Public Administration, Early Childhood Education or a related field.
- Experience in completing grant reports and tracking grant deliverables.
- Experience in professional writing with data sharing
- Knowledge and experience with grants are preferred.

(A comparable amount of training, education or experience may be substituted for the above qualifications.)
