

**COMMUNITY ACTION PLANNING COUNCIL  
JOB POSTING  
(In-House and Out-of-House)**

<b>JOB TITLE</b>	Family Worker
<b>PROGRAM/DEPARTMENT</b>	Family Center
<b>JOB LOCATION</b>	518 Davidson Street, Watertown NY
<b>WORK HOURS PER WEEK</b>	35 (Hours may vary, occasional evenings)
<b>PAY RATE</b>	\$14.51 per hour plus benefits
<b>EMPLOYMENT STATUS</b>	Regular Full-time Non-Exempt

**JOB SUMMARY:** The Family Worker is responsible for interviewing and assessing customers seeking Family Center services, including but not limited to Food Pantry, Utility / Rental Assistance, Holiday Programs and Tax Preparation. The Family Worker provides coverage to switchboard / reception, greets agency customers and facilitates intake paperwork. This position requires direct customer contact, including intake and provision of services and/or referrals. Expectations for all Family Center staff include: respectful, non-judgmental treatment of all people, cross-training to ensure continuity in customer service and collaborations (internal & external).

**ESSENTIAL JOB DUTIES: THE MAJOR RESPONSIBILITIES OF THIS POSITION INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Contribute to the planning and implementation of strategies that meet the needs of the low-income population. Provide input into the development of the Community Action Work Plan and provide quarterly updates of outcomes / outputs achieved.
- Interview customers to assess needs; screen for eligibility for Community Action services; provide services, information, referrals and advocacy as needed.
- Provide coverage of reception area (answering phones, greeting customers, etc.).
- Provide support to Food Pantry operations, to include record-keeping, inventory management, and volunteer training.
- Coordinate food drives and donations to support the agency.
- Maintain customer files and program data; generate reports.
- Follow-up on referrals to ensure provision of service and continuity of assistance.
- Maintain positive relationships with existing partners; seek opportunities for new partnerships/collaborations.
- Perform other duties as assigned.

**MINIMUM REQUIRED JOB QUALIFICATIONS**

**EDUCATION:** 18 credits beyond High School in Human Services and/or related field, or specific certification (Family Development Credential) with 6 additional credits.

**EDUCATION ALTERNATIVE:** N/A

**CERTIFICATES AND/OR LICENSES:** Valid driver's license.

**WORK EXPERIENCE:** One year in Human Services or Customer Service field.

**SUPERVISORY RESPONSIBILITIES:** N/A

**SKILLS OR OTHER ESSENTIAL REQUIREMENTS FOR THIS POSITION:** Exceptional communication skills; organizational and time management skills; able to balance multiple priorities; ability to remain calm under pressure; adaptable and flexible.

**COMPUTER SKILLS:** Above average computer skills, including spreadsheets.

**WORK ENVIRONMENT:** General office environment, food pantry and warehouse (food storage).

**EMPLOYMENT STANDARDS:** Must be able to provide own transportation to perform job responsibilities, must be able to pass background clearance. Occasional local travel during normal work hours.

**EQUIPMENT USED:** Personal computer, printer, copier, telephone, fax, scanner, calculator.

**PHYSICAL REQUIREMENTS:** Must be able to sit for prolonged periods of time not to exceed four consecutive hours, manual dexterity, visual acuity to operate a computer, must be able to handle multiple priorities and deadlines. Able to lift/carry food boxes averaging 25 pounds.

**To apply,** submit letter of interest, updated resume and CAPC application form by 4:00pm on 6/14/2021 to Community Action Planning Council, 518 Davidson Street, Watertown NY 13601, Fax 785-0892 or via email at [hr@capcjc.org](mailto:hr@capcjc.org). Application available at [www.capcjc.org](http://www.capcjc.org).

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