

**Job Title:** Administrative Family Support Specialist

**Reports to:** Family Resource and Development Center Program Director

**Classification:** Full-time, Hourly, Non-Exempt

**Work Schedule:** 37.5 hours per/wk. 8:30 AM to 5:00 PM, 5 days per week, Monday – Friday, some evenings and weekends

**Pay Rate:** \$23 - \$25/ hour

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**Introduction:** United Way of Greater New Bedford (UWGNB) fights for the health, education, financial stability and basic needs of every person in the nine communities it serves. United Way actively supports organizations, strategically creates initiatives, and offers services where gaps exist. Furthermore, every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising, service, and volunteer engagement.

Since 2010, UWGNB has operated New Bedford's Family Resource & Development Center (FRDC), which is funded by the Department of Children and Families. FRDC is a single point of entry to help struggling families with children identify and gain access to an array of culturally competent family support services by guiding them to identify available resources.

**Position summary:** The AFSS is a new senior position assisting the New Bedford Family Resource Center Program Director with administration and monitoring of the day-to-day recordkeeping and State reporting, while also serving as a back up to the Family Support Worker team with a limited caseload. The successful candidate will monitor and support the FRDC staff with intakes/ assessments, referrals, and follow-ups. They will monitor all FRDC records for accuracy and timeliness in entering program data in the required systems to ensure compliance with contractual expectations. The AFSS will also work closely with a limited number of parents, children, teens, grandparents, guardians, and others using a strength-based approach as a foundation for their individual case planning.

**General Duties and Responsibilities:**

- Exhibit professionalism in all job functions, including client information confidentiality
- Establish and maintain effective relationships with all community partners
- Help coordinate and participate in FRDC activities and events
- Attend and actively participate in staff meetings, trainings, and professional development

**Family Support Duties and Responsibilities:**

- Conduct Family Intakes and Assessments
- Provide information and assistance with and/or referrals to services and programs
- In collaboration with families, develop and implement individual case plans tailored to the family's unique needs
- Monitor assigned family case plans through established intervals of in-person and phone contacts
- Co-facilitate Parent/Youth Groups as needed (may require some evening)

**Program Administration Duties and Responsibilities:**

- Monitor FRDC staff case files and pre/post inventories for completion and database accuracy
- Maintain the FRC network “Tableau” database system
- Assist Program Director with program work plan development and implementation
- Coordinate and oversee evidence-based trainings for Family Resource and Development Center

**Desired Skills and Abilities:**

- Case management experience with diverse populations
- Strong oral and written communications skills
- Knowledge of both State and local services and resources for families and youth
- Values and practices cultural humility
- Ability to problem solve and access resources for families and youth in a complex and fast-paced environment
- Demonstrated ability to work effectively with a cross-sector of the community
- Familiarity with the Department of Children and Families
- Bi-Lingual/Bi-Cultural Spanish, Cape Verdean Creole and/or Portuguese highly desired

**Requirements:**

Bachelor’s Degree in Social Work or related Human Services field preferred. Candidates with or working towards an Associate’s Degree as well as those with life experience who demonstrate interest and the desired skills and abilities for this position. A valid driver’s license and personal vehicle is required. This position requires attending some evening and weekend events.

**Candidates should email resume and cover letter to:**

**[liveunited@unitedwayofgnb.org](mailto:liveunited@unitedwayofgnb.org)**

**Please list subject as Administrative Family Support Specialist**

**Review of applications will begin immediately and continue until position is filled.**