



Job Title: Family Support Services Specialist
Department: Family Support Services
Reports To: Associate Director of Strategic Initiatives
Employment Type: Full-time, non-exempt/salaried
Pay Range: \$45,000 - \$50,000/annually

Mission of Focus Points Family Resource Center: To build better communities by strengthening families.

Scope of Organization: For nearly 30 years, Focus Points has worked successfully to transform the lives of low-income and working families in Northeast Denver and beyond. Focus Points serves over 3,000 participants each year, most of whom are Spanish-speaking immigrants. Focus Points is strongly committed to our values around collaboration, equity, integrity, and solidarity which add to our four pillars:

- Family Support – Advancing family sustainability through classes and guidance, using a goal setting and strength-based approach.
- Community Resources – Connecting people to resources that advance health equity, financial stability, networks, and community.
- Education – Opening doors to success for children and adults by providing training and high-quality instruction.
- Economic Inclusion – Driving economic stability for communities, families, and individuals by teaching new job skills, advancing careers and co-creating businesses and social enterprises with community.

Position Summary:

Focus Points Family Support Services (FSS) program helps vulnerable families connect to resources, services, and tools needed to become self-reliant in our Globeville, Elyria, and Swansea neighborhoods and other nearby communities. The FSS Specialist builds nurturing relationships with families and regularly helps family members to evaluate their growth and development. Also, the FFS Specialist assists families in identifying strengths and needs and develops individual case management plans to meet their needs.

Responsibilities & Activities

- Receives training in Family Development Credentials within the first six months, (i.e., Standards of Quality, CFSA2.0, Motivational Interviewing, public assistance applications and services, etc.)
- Completes 30/60/90-day onboarding work plan.
- Makes internal referrals directly with Mental Health clinician and other departments, as needed.
- Supports families with public assistance applications (i.e., LEAP, EOC, Medicaid+, SNAP, TRUA, and others).
- Coordinates referrals and advocate for participants to outside agencies or other Focus Points programs when necessary.

- Recruit and enroll participants in CFSA2.0 case management program based on participants' needs and goals. Complete required baseline assessment with follow-up assessments between 30-90 days and meet more often if necessary.
- Complies with data entry and follow-up with fidelity.
- Meets with the Family Support Services and Community Resources team regularly to discuss activities, budget, goals, and objectives, as well as relevant issues pertaining to family development services and programs.
- Participates in maintenance/revisions of yearly program calendar.
- Collaborates in developing professional goals (6 months and yearly) and provides feedback on areas of growth and celebrations.
- Participates in webinars and other professional development opportunities as required by grants or program area.
- Maintains a professional attitude and adheres to an elevated level of confidentiality toward participants and Focus Points staff.
- Volunteer at other program events and complete 16 hours/fiscal year.
- Other duties as assigned.

Required Competencies

- Bilingual and Biliterate: ability to understand and communicate effectively with English and Spanish speaking participants and staff through oral and written expression.
- Computers Skills: ability to independently work on computers, use the internet, and Microsoft Office 365 (such as Outlook, SharePoint, OneDrive, Word, Excel, and Teams); virtual calls, and database entry.
- Verbal and Written Communication: ability to articulate participants' needs and status reports to team and/or supervisor, staff in the organization, and/or network providers to gather information and make warm referrals as needed.
- Cultural Awareness: supports participants in a culturally responsive manner which reflects their values, needs, and personality.

Preferred Competencies

- Resource Navigator: assist participants to access necessary services through direct service or referrals to partner organizations.
- Interpersonal Skills: guide conversations to assess participant's needs and goals.
- Data Entry: ability to use internal databases to enter and track participants supported by Family Support Services, such as Colorado Department of Human Services' Salesforce and Family Resource Center Association's Salesforce.
- Critical Thinker and Solution-Focused: ability to collaborate with internal team when problems arise to problem-solve and provide creative solutions to challenging, multi-faceted problems.
- Flexible and Adaptable: ability to adjust to changes in duties or schedule as required by program and service delivery. Weekend and/or evening events may occur.

Benefits

- Medical (Kaiser Permanente), Dental (Delta Dental of Colorado), Vision (VSP)
- Flexible Spending Account/Dependent Care Account
- Employer paid Basic Life, AD&D Life Insurance coverage
- Short & Long-term Disability (Employer paid)
- Supplemental Accident Protection Coverage
- Employee Assistance Program (EAP)
- Simple IRA Plan with Employer 3% Match (TIAA)

Perks of this Role

- Competitive pay
- Paid personal leave & sick leave
- Paid holidays & vacation
- Paid breaks throughout the year (Summer, Fall, Winter)
- Paid Sabbatical Program at 3 and 5 years of employment
- Company follows DPS for closures and delays due to inclement weather
- Casual Work Attire
- Wellness programs through Kaiser Permanente
- DEI initiatives
- Hybrid/Remote schedule
- Work culture teambuilding
- Fun work events
- Community partnerships

Diversity Statement

Personal or professional commitment to diversity, equity, and inclusion as demonstrated by persistent effort, active planning, allocation of resources and/or accountability for diversity and inclusion outcomes. Applicant must share a commitment to anti-racist work.

To Apply

Send cover letter, resume, and three professional references to (Hiring Manager/Director), (Position title) and send to (contact email). Applications will be accepted through (date) with position start date of (date).

Focus Points Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, ancestry, creed, gender identity or expression, and sexual orientation, or any other status protected by applicable federal, state or local law