



Hmong Cultural Center of Butte County

Job Description

Job Title: Family Specialist

Report To: Program Manager and/or Program Coordinator

Starting Hourly Wage: \$18 - \$19

SUMMARY OF BASIC PURPOSE

The mission of the Hmong Cultural Center of Butte County (HCCBC) is to “Improve of the live of individual and families through culturally sensitive education, advocacy, and support and services.”

The Family Specialist is knowledgeable about, and is responsible for applying appropriate social worker skills and principles, including assessment, as it applies to each individual or family (IF) on the assigned caseload. The Family Specialist is equipped to identify the needs of the IF in their care, and to address those needs through the application of various components of Hmong Cultural Center’s care and support strategies, particularly strengthening families. This position requires an over-arching understanding of the entire continuum of services available for families, young children, youth, adults, seniors, and the referring agencies. Must demonstrate sensitivity to our service population’s cultural and socioeconomic characteristics and needs.

Each Family Specialist will be assign to a program(s).

ESSENTIAL DUTIES AND RESPONSIBILITIES In addition to program duties and responsibilities, include the following:

- Conducts outreach and maintains the program
- Conducts intake and maintains an on-going caseload of IF.
- Performs home visits, assessments, and evaluations of IF.
- Maintains up-to-date IF files and monitor IF progress.
- Prepares and maintains written case records, reports, and forms, performs case follow-up and closing, and performs other administrative tasks as required.
- Maintain a progressive relationship with program participant
- Conducts meetings and workshops.
- Provides outdoor and indoor recreational activities to meet IF needs.
- Provides resources and referral services to local, state, and federal agencies.
- Prepares memos, reports, and statistical data.
- Provides transportation, translation and interpretation.
- Interviews IF in crisis situations involving social, emotional, financial, marital, health, or other problems to develop background and details of problems.
- Assesses and evaluates cases and prepares and implements treatment and case management plans.
- Counsels IF, assisting them to identify and resolve problems and make effective use of resources.
- Organizes and conducts support groups for IF, including bereavement groups, support groups for IF experiencing depression, and support, social and educational groups.
- Works closely with IF and provides appropriate services to family members including individual counseling and group work such as family support groups, grievance counseling, caregiver groups, and respite care.
- Maintains working relationships with staff of other agencies and institutions, homes, and facilities, and acts as liaison between IF and agency/institution.

- Works collaboratively with other staff serving young children, youths, adults, elderly, and families. In addition to program activities such as field visits, office visits, recreational groups, gardening, etc.
- Develops and maintains contact with other agency staff and local service providers to develop specialized services for IF.
- Helps IF understand the aging process and how it affects their health and lifestyles.
- Assists IF in finding ways of adjusting to aging changes that will allow for a lifestyle as comfortable as the situation will permit.
- Encourages IF to do things for themselves to retain feelings of independence and self-esteem.
- Provides consultation to staff on specific cases involving
- Willing to work after business hours and weekend if needed
- Able to lift up to 25 pounds
- Other duties as assigned

DESIRED QUALIFICATIONS

- Knowledge and understanding of Hmong history, culture, traditions, community, and its leaders.
- Ability to work well with targeted population.
- Demonstrate excellent people skills.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Design - Uses feedback to modify designs; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.
- Interpersonal Skills - Maintains confidentiality.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Diversity - Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.
- Organizational Support - Follows policies and procedures.

- Judgment - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate members of the staff in decision-making process.
- Adaptability - Adapts to changes in the work environment; able to deal with frequent changes, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily under general supervision of the Program Lead. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, write, and speak fluently in Hmong and English.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to IF and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Certificates, Licenses, Registrations

Current California driver license

Other Qualifications

Must have a reliable transportation to and from work.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.