



Community Action Opportunities

Family Service Associate (FSA) Family Service Associate Interpreter (FSA-I)

Seeking an FSA to help serve our communities by assisting our customers. Work is performed by phone or in person and may require Spanish speaking abilities. You will be gathering relevant information, contacting and making referrals to other agencies and services.

Responsibilities:

- Facilitates family integration into all aspects of the child's development and school-readiness needs and activities.
- Assesses family needs and strengths and helps them to develop and reach short- and long-term family and self-sufficiency goals.
- Conducts customer application activities; determines applicant eligibility, establishes and tracks customer waiting list.
- Collaborates with internal program and external community resources to develop family referral and support options.
- Advocates for families, to help them meet crisis needs and long-term goals.
- Provides transportation for parents or children to appointments as needed

Requirements:

- Comprehensive knowledge of theories and related terminology, practices and techniques of family and child development, family dynamics and needs of pre-school children, including those with disabilities.
- Comprehensive knowledge of family assessment processes and intervention techniques.
- General knowledge of Head Start Program Performance Standards, relevant Federal, State and local regulations and Agency policies and procedures.
- Speak, read, and write fluently in English and Spanish is desired

Physical Requirements:

- Must be able to, physically, perform the basic life operational functions of stooping, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to work with data and figures, operate a computer terminal

Desirable Education and Experience:

- Bachelor's Degree in Social Work
- Two years' experience working with families with limited resources and have pre-school children
- An equivalent combination of education and experience may be considered
- Bi-lingual (Spanish) desired

Special Requirements

- Valid NC driver's license;
- Ability to pass physical, TB test, drug screen and background investigation

Hourly Rate: \$16.23 plus Comprehensive Benefits Package

An employee in this classification is non-exempt under FLSA and is eligible for overtime pay.

Email resume, cover letter and three professional references with complete info to:

admin@communityactionopportunities.org

Email Subject: Family Service Associate

Open until filled. EOE & DFWP