

Partnership for Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: Family Support Administrative Specialist

Hiring Range: \$23,001-\$25,876

Supervisor's Name and Title:

Family Support Manager

FLSA Status:

Regular, Full Time, Non-Exempt

Date of Next Review:

Primary Purpose of Position:

The Family Support Administrative Specialist supports the Family Support Manager and the Family Support unit programs. The Family Support Administrative Specialist tracks the Partnership for Children (PFC) Subsidy program to include the budget, participant's eligibility, waiting list, and database entries. The Family Support Administrative Specialist is responsible for clerical support to enable the efficient and effective functions of the Family Support unit to include the Resource Services Center and the Mobile Resource Van. The Family Support Administrative Specialist supports and educates the service delivery area communities and counties about the services and resources available through the Family Support unit

Duties and Responsibilities:

Administrative Duties. The Family Support Administrative Specialist supports the Family Support unit. This includes responsibility for taking messages and communicating important information to the Family Support Manager; making telephone calls to provide information and scheduling meetings; obtaining and compiling data; entering data into database files and retrieving data to create draft reports; performing clerical tasks, such as typing, copying, collating, faxing, mailing, filing, etc.; preparing for meetings/training sessions; maintains calendar of activities, meetings and various events and performing other duties as assigned.

Support for Family Support Manager: The Family Support Administrative Specialist works closely with the Family Support Manager to increase public relations activities and functions by developing status reports, providing accurate and prompt information, and ensuring effective and efficient operation of the unit. The Family Support Administrative Specialist must possess excellent communication and public relations skills since frequent contact with corporate and community leaders is required.

Family Support Administrative Specialist (continued)

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Program Support. The Family Support Specialist creates methods of disseminating information directly to PFC Subsidy participants and Early Care & Education Facilities to keep them informed of all program updates. The Family Support Specialist oversees and monitors the subsidy database used to track participants and payments. The Family Support Specialist develops and implements a system for monitoring participant's eligibility and a waiting list for the PFC Subsidy program. The Family Support Specialist acts as back-up to the Family Support Caseworkers for Consumer Education and Referral services.

Monitoring. The Family Support Administrative Specialist monitors Family Support events and programs to better inform the Family Support Manager of the efficiency and effectiveness of the program based on stated goals and objectives of the Partnership.

Budget. The Family Support Administrative Specialist assists the Family Support Manager and the Family Support Coordinator with monitoring the unit budget to control costs and eliminate waste, as needed.

Data Management. The Family Support Administrative Specialist maintains and updates all files on the GEMS database on an ongoing basis to ensure the following: that all information is current and accurate to assist in monitoring subsidy participants and to input all approved subsidy participants in the PFC Subsidy budget to monitor spending. The Family Support Specialist monitors and updates the waiting list for effectiveness and efficiency of the PFC Subsidy program. The Family Support Administrative Specialist will also contact parents monthly to complete follow-up calls to measure effectiveness and satisfaction with the referral service.

Parent Education: The Family Support Administrative Specialist will support the PFC Child Safety Seat program through distribution, installation, and proper use. The Family Support Administrative Specialist will facilitate the Child Safety Seat workshop that will demonstrate proper use of the child safety seats. The Family Support Administrative Specialist is also responsible for ordering child safety seats, maintaining accurate inventory, collecting fees from parents and assuring proper management of sensitive information under strict confidentiality.

In Addition. Travel to the service delivery area may be required, as needed. Personal vehicle may be required for travel.

In the event the Family Support Administrative Specialist possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

Family Support Administrative Specialist (continued)

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PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

Frequent evening and/or weekend work required in service delivery areas may be required.

The Family Support Administrative Specialist is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS :(4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor.
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources.
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others.
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures.
6. Communicates ideas/information for improving efficiency/procedures/cost control.
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization.
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

Knowledge, Skills, and Abilities:

1. Ability to express ideas clearly and concisely, verbally and in writing, and to plan and execute work effectively within a specified period.
2. Ability to make decisions and take action within the boundaries of the position.

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3. Superior organizational skills and initiative; capacity to accept and follow through on assigned responsibility with minimal guidance.
4. Ability to establish and maintain effective working relationships with Board members and/ or committee members, supervisors, peers, volunteers, private providers, community agencies, and other resources.
5. Ability to carry out functions with minimal supervision.
6. Ability to foster an environment that minimizes consequential errors.
7. Communicates clearly and concisely, both orally and in writing.
8. Ability to maintain a high degree of confidentiality relative to families and early child care programs served, and of sensitive information collected such as birth certificate, social security card, financial documents, etc. in the performance of duties.
9. Possess strong interpersonal skills that allows for appropriate interaction with personnel in the state, in the community, and within the agency.
10. Exhibits a thorough knowledge of the organization's goals and missions as well as PFC and services, and its compliance with legal and regulatory requirements.
11. Must be able to handle complex special events logistics. Must have the flexibility to juggle several projects often very different in nature simultaneously.

Education and Experience – Minimum Requirements:

1. Associates Degree or 4 year degree preferred equivalent supplemented with training in typing/word processing, spreadsheet, desk top publishing; minimum typing speed; 45 NWPM.
2. Minimum of three to five years of progressively responsible secretarial/administrative experience in working with large groups of people; committees and/or Board of Directors, community and corporate leaders, preferred. The Family Support Administrative Specialist must possess excellent communication and public relations skills.
3. High working knowledge and proficiency utilizing PC based tools (Microsoft Office Suite Outlook, Word, Excel and Power Point). Must be able to create and track data using PC based tools (Microsoft Office Suite Outlook, Word, Excel and Power Point)
4. Additional experience may be substituted for post high-school education, provided the requisite skills have been obtained.
5. Valid driver's license.

Physical Requirements:

Must be able to perform *Essential Functions* of the position.

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Employer's Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created	Jan. 2012
Revised	
Re-evaluated	