



Position: Family Support Services Worker II (Bilingual Preferred)

Location: St Joseph County

Hours: 7:00 A.M. – 7:00 P.M., MON – THURS, 8:00 A.M. – 5:00 P.M. FRIDAY

8:00 A.M. – 5:00 P.M. SOME SATURDAYS (ADDITIONAL HOURS AS REQUIRED)

Starting Salary Range: \$28,000

JOB SUMMARY

The Family Support Services Worker (FSSWII) is responsible for client intake and eligibility determination for all Brightpoint programs and financial assistance. The main responsibility is to promote a positive, friendly work environment for co-workers, clients, vendors, and the general public. The FSSWII provides referral, outreach, and advocacy services for families with other human service organization, utility companies, childcare providers and other private and public entities. Is responsible for a county office and represents Brightpoint at county events.

JOB DUTIES

1. Determines eligibility and enrolls families into Brightpoint programs ensuring compliance with program operations, regulations, and standards
2. Maintains a minimum standard of quality established by the program regulations and within Brightpoint's established guidelines.
3. Collaborates with other Brightpoint departments, programs, and services to ensure maximum benefits to families.
4. Represents Brightpoint at county inter-agency meetings and other county events.
5. Implements Brightpoint Values at all times.

SKILLS AND QUALIFICATIONS

1. Associate's degree or higher preferred, plus two or more years of work experience in at least one of the following (or related) areas: consumer relations, business, administration, energy employment/job training skills, or other social services.
2. Bilingual in Spanish and English preferred.
3. Strong interpersonal, written, and oral communication skills with strong mathematics aptitude.
4. Ability to quickly develop a thorough understanding of basic community action concepts and the numerous regulations governing the Energy Assistance and Child Care Development Fund programs.
5. Ability to work with minimal supervision; self-motivated, attentive to detail, organized, productive, flexible, and dependable.
6. Ability to work flexible hours, including evenings and weekends.
7. Ability to relate well with diverse personalities from a variety of socio-economic backgrounds.
8. Proficient in MS Office applications.
9. High comfort level with public interaction.
10. When driving for Brightpoint, the employee must have a valid Indiana driver's license and must maintain minimum auto insurance liability limits of \$100,000/\$300,000.

Brightpoint offers competitive benefits

- Medical, Dental, Vision and Health Savings Account (HSA)
- Life Insurance and Voluntary Life Insurance options
- Generous Paid Time Off (PTO) Accrual
- 403B with an employer match

DATES FOR INTERNAL POSTING: From: 1/8/19 to until filled

TENTATIVE DATES FOR EXTERNAL POSTING: 1/8/19 to until filled

APPROXIMATE DATE FOR POSITION TO BEGIN: immediately

FOR FURTHER INFORMATION, CONTACT, HUMAN RESOURCES

EXT. 206 or 213

APPLICATIONS ACCEPTED – 227 E. Washington Blvd, FORT WAYNE, IN 46802

8:00 A.M. - 5:00 P.M., MONDAY – THURSDAY AND 8:00 A.M. – 11:00 A.M., FRIDAY

OR VIA THE INTERNET AT www.mybrightpoint.org

We, Brightpoint conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without any regard to race, color, religion, sex, age, national origin, disability status, protected veteran status, or any other characteristic protected by law.