

**Position: Family Support Service Worker II**

**Location: Saint Joseph County**

**Hours: 8 AM to 5PM Monday-Friday with occasional weekends and evenings**

**Starting Salary Range: \$14.00 per hour + depending on experience.**

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**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.

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**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.
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**SKILLS AND QUALIFICATIONS**

1. Minimum High School Diploma or equivalency, Associate's degree 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. Strong interpersonal, written, and oral communication skills with strong mathematics aptitude.
  3. 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.
  4. Ability to work with minimal supervision; self-motivated, attentive to detail, organized, productive, flexible, and dependable.
  5. Ability to work flexible hours, including evenings and weekends.
  6. Ability to relate well with diverse personalities from a variety of socio-economic backgrounds.
  7. Proficient in MS Office applications.
  8. High comfort level with public interaction.
  9. 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
  10. Manual dexterity and visual skills required.
  11. Auditory and verbal skills required for communication with clients, staff, and the public.
  12. Work involving standing, sitting, bending.
  13. Must be able to stand and sit for 45 minute-intervals.
  14. Must be able to move 40 pounds in all directions
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**DATES FOR INTERNAL POSTING: From to**

**TENTATIVE DATES FOR EXTERNAL POSTING: From 5/28/2022 to 6/10/2022**

**APPROXIMATE DATE FOR POSITION TO BEGIN: Immediately**

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**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](http://www.mybrightpoint.org)**

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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.