



Brooklyn Community Services

Position: Family Support Specialist/Generalist
Program/Department: Family Services
Reports to: Program Coordinator
Work Location: Prospect Plaza Community Center
Hours: Part Time

Position Summary:

In our Prospect Plaza Community Center residents and families within the community are provided a range of supportive services including employment, housing, and education support as wellness workshops. Our goal is to help families stabilize, strengthen and achieve self-sufficiency. We provide needs assessment, information and linkages, supportive services and referrals. The Family Support Specialist/Generalist is a critical member of our team, which relies heavily on a welcoming office environment and the consistent and coordinated operations of our program. A portion of the Family Support Specialist/ Generalist's job duties are administrative, but a large position involves regular interaction with clients and staff. Due to the often times fast-paced, high trafficked space our Family Support Specialist/Generalist plays a large part in the rest of the staff community's ability to stay organized, calm, and efficient- no matter the circumstances. We are seeking a reliable, hard-working, and resourceful professional, who can follow directions, think critically, multi-task, and adapt quickly to changes. A keen attention to detail, ability to take initiative and ask questions, and a genuine interest in relating to people of all backgrounds are all ideal attributes for this position. This is a position that requires strong organizational and customer service skills and compassion and empathy for others, as the Family Support Specialist/Generalist will be interfacing with clients and staff regularly, both of which may be at times, under significant stress and/or overwhelm.

Responsibilities:

- Opens and closes the office facility and maintains the front desk area
- Answers/transfers all incoming calls, ensuring that all inquiries are attended to and messages are relayed to the appropriate staff, as timely as necessary
- Welcomes clients into the office and orients them to the facility, as needed. Assists with monitoring heavy foot traffic while groups are in session.
- Manages and enforces all program protocols, as they pertain to checking clients and staff in/out, responding to safety issues, maintaining client confidentiality, etc.
- Manages the distribution and recordkeeping of metro cards, gift cards, and other forms of client relief
- Provides administrative assistance to management (e.g. copying, scanning, faxing, emailing, making calls, taking inventory, etc.), to support program operations and activities, prepare for staff meetings and trainings, maintain program records, etc. This may include tracking and maintaining data via Microsoft Word or Excel.
- Monitors and supports the duties of anyone fulfilling the role of intern or volunteer worker at the front desk. (Reports any training needs or concerns to Supervisor, if/when they become evident.)
- Task manage site custodian and ensure facility is clean. Report all facility related concerns to Central Services and Program Coordinator.
- Case management and needs assessments for residents
- Support around execution and curriculum development for resident workshops
- Informs Supervisor of any client or staff needs, as they pertain to office operations and the health and safety of the facility
- Participate in agency-wide groups and meetings, as required
- Other tasks, as may be required



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Qualifications:

- High School Degree
- Strong communication and organizational skills; great attention to detail
- Proven ability to work with a range of people from diverse backgrounds and circumstances
- Computer literacy (Microsoft Word, Excel, Gmail, etc.), with ability to type 50-65 wpm
- Ability to work flexible hours and some Saturdays

- **Qualifications Preferred:**
- Bilingual skills in Spanish
- Previous work experience in a social service agency or non-profit organization
- Interest in child development, child welfare, social work, etc.

Contact:

Email Resume and Cover Letter to:

Emily Rios, Division Director – Early Childhood and Family Services

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