Bilingual Family Support Worker (Human Services Specialist III)

Location: Rockville, MD
Job Type: Temp/Contract
Reference Code: CYF CASCBS Cluster NC 19-
Compensation: 20.71 USD/HOUR
Hours: Full Time
Job Industry: Government - Civil Service
Job Category: Health and Safety

OVERVIEW OF ATHENA:
ATHENA Consulting is an award-winning staffing firm serving state and local governments. Our mission is to make lives better! We make our Clients’ Lives Easier by engaging and supporting our clients and partnering with them to be the most knowledgeable staffing partner. We make our Employees’ Lives Better by identifying and cultivating their talents and matching these talents with our customers’ needs. ATHENA places a high value on customer service, accountability and getting the job done.

POSITION SUMMARY:
We are currently recruiting for a Family Support Worker. This full-time position pays $20.71 per hour and is located in Rockville MD.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide remote and community-based support services that enable clients’ and their families’ social and economic well-being, with a focus on recently arrived migrant and asylum-seeking youth and families.

- Teach and encourage clients referred by the school system to participate in and make use of available community resources and services such as support groups, food pantries, etc.; and directly assisting them with applications and processes to access available benefits for which they are eligible, when needed.

- Function as member of service team, participating in team meetings with other professionals responsible for developing or modifying family service plans for clients, and keeping records in departmental case management system for accomplished tasks or those in process

- Requires travel to visit private residences and/or community-based locations, including community events to benefit clients and others in the community. During pandemic, these activities are conducted with provided personal protective equipment (PPE). Mileage expenses are reimbursed.
May involve lifting of objects such as groceries.

Performs full range of duties and responsibilities under general supervision of a Program Manager/Care Coordinator.

Participate in developing department goals, objectives, and systems.

Participate in staff meetings and attend other meetings and seminars as assigned.

Recommend new approaches, polices, and procedures, to continually improve efficiency of the department and services performed.

Efficiently performs duties as assigned and works as a team within division and company.

Perform other related duties as assigned.

**Required Qualifications:**

Required Skills/Abilities:

- Familiarity or experience in assisting clients with SNAP, TCA, OHEP or child support applications via the myDHR website (as well as MHC applications) preferred.

- Bi-lingual in English/Spanish; English/one or more of the following Mayan languages: K’iche’, Ixil, Q’anjob’al, Q’eqchi’, or Mam; English/Farsi; English/Amharic; or English/Portuguese.

- Excellent verbal, written, and listening communication skills within the English language.

- Proven, high quality customer service (internal and external customers).

- Ability to work collaboratively.

- Solid ability to analyze situations carefully and adopt appropriate courses of action.

- Ability to understand and adhere to the duties, methods, and procedures required by the position.

- Excellent organizational skills and attention to detail.

- Ability to prioritize tasks.

- Ability to effectively communicate to large and small group audiences.

- Proficient with Microsoft Office Suite or related software.

- Technical experience with computers sufficient to navigate and write notes in a case management system (with on-the-job training). Requires training in DHHS’ enterprise Integrated Case Management system (training provided within 2 weeks of start date).

**Education and Experience:**
· Graduation from an accredited high school or possession of a high school equivalency certificate

· Two years of experience providing support services to adults through teaching and demonstrating practical skills in order to promote independence/family stability.

· Possession and maintenance at all times of a valid Class C (or equivalent) driver's license from the applicant's state of residence.

· Notes: 1) Candidates may substitute experience as defined above on a year-for-year basis for the required education 2) Candidates may substitute nine credit hours from an accredited college or university in a human service program or human development program such as sociology, social work, psychology, counseling, nursing, criminology, juvenile justice, human growth and development, human services, or mental health for one year of the required experience 3) Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Social Services classifications or Social Services specialty codes in the Social Science, Psychology, and Welfare field of work on a year-for-year basis for the required experience.

To Apply: https://jobs.athenaconsultingllc.com/jobdetails/bilingual-family-support-worker-human-services-specialist-iii/rockville-md/163