



FAMILY EDUCATOR 3

Department: Multiple
Job Class #: 154900
Pay Range: General 19

FLSA: Non-exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is administrative and family support work within various program areas for Pierce County. An employee in this classification is responsible for developing specialized reports to track program funding; providing staff and community training and assisting families or individuals in accessing a variety of social services. Some positions may perform lead duties.

SERIES CONCEPT: The Family Educator 3 is the third level of a four level series. The Family Educator 3 is distinguished from the Family Educator 2 classification by the performance of lead duties and/or more complex work such as figuring best service/income package within social security regulations, keeping specialized reports tracking fee for service or program funding.

ESSENTIAL FUNCTIONS:

Positions with Lead Duties

- Assign work to a specific work unit and ensure tasks are completed correctly and timely.
- May approve leave requests and work schedules.
- Provide input on performance evaluations.
- Provide guidance to staff answering questions, addressing concerns and problem solving.

Developmental Disabilities Family Educator 3

- Coordinate referrals with supervisor to work directly with individuals with developmental disabilities and their families.
- Perform individual benefits analysis, counseling services and data analysis to identify resources available to people with developmental disabilities through Social Security Administration (SSA) and other resources.
- Coordinate, develop and write Social Security Work Incentive Plans such as Plan for Achieving Self Support (PASS) and Impairment-Related Work Expenses (IRWE).
- Service as a client advocate and troubleshoot with SSA and other agencies concerning individual funding or benefits.
- Work directly with department accounting staff to manage individual's work incentive accounts.

Energy Family Educator 3

- Oversee and ensures client requests for assistance involving a shut off notice are completed on a daily basis.
- Monitor energy assistance appointments on a weekly basis to ensure funding is not under or overspent.
- Reconciles funding for energy programs, reviewing people served, files processed and funding available.
- Update appointment line.

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Community Jobs Family Educator 3

- Contact employers in person, in writing, and by telephone to gain job vacancies for program clientele.
- Plan and organize group and individual job search activities.
- Record and provide information on job duties, hiring requirements, and statistical data.
- Assist clients in completing job applications, resumes, and other documents to help them in securing employment.
- Conduct group and individual instructional classes on such subjects as job search techniques, basic skills, dress and grooming, self esteem, and personal finances.
- Maintain client files; narrates ongoing contact with clients and all contacts on behalf of clients.
- Assure compliance with State and Federal JOBS guidelines.
- Compile monthly billing reports

Weatherization Family Educator 3

- Use multiple data systems.
- Compile list of eligible weatherization clients
- Schedule audits and inspections
- Track the number of schedules audits to ensure program funding is not over or under spent.
- Meet with Weatherization Technicians to review files ensuring files are accurate and up to date.

All Family Educator 3s

- Develop and maintain specialized reports to track funding available and/or fee for service status.
- Prepare and maintain accurate documentation and statistics necessary for program reports and audits required by funding sources.
- Develop comprehensive reports including demographic information, data regarding types of cases counseled, and narrative information regarding goals, activities and outcomes.
- Development and present training for new employees and staff of other service organizations providing agency services.
- Development and present workshops on related services in the community.
- Perform the duties of a Family Educator 2
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position does not supervise but may perform lead functions.

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WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Family Educator 3 works in an office environment and/or in the field on a regular basis. Due to the nature of the work, the incumbent may be exposed to situations of a highly emotional nature; incumbents are expected to use verbal skills to independently resolve interpersonal situations to achieve desired results. Incumbents are exposed to various living situations and lifestyles. Work is generally completed on a regularly scheduled basis however, daily work hours will vary. Completion of job duties outside of normal scheduled hours is required. Work is subject to frequent interruptions and noise levels are varied based on the work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. May be required to lift up to 50 pounds. Lifting requirements vary depending on job assignment. Incumbents will be required to climb stairs and/or ramps when accessing client's homes. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Community resources in the social services field.
- Specific program guidelines, depending on specialization (e.g. energy conservation, weatherization, community jobs, developmental disabilities).
- Effective counseling, problem-solving, communication and listening techniques.

Skill in:

- Basic math
- The use of various data systems
- Writing, compiling and generating reports.

Ability to:

- Make presentations and provide facilitations.
- Learn specific program rules and regulations, procedures and guidelines and present them to clients in a clear concise manner.
- Handle stressful situations and relate to clientele.
- Identify needs, record data, and complete and maintain documentation.
- Work in partnership with family participants and conduct necessary follow-up.
- Establish and maintain harmonious working relations with co-workers, clientele, service providers, funding agencies and the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.

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Ability to (cont.):

- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

Graduation from a four-year college or university with major course work in social services, human services, psychology, counseling and one or more years of related experience preferred. Additional education or related experience may substitute for the recruiting requirements. Positions in specific program areas may require program-related experience, education and/or training.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. A criminal history check including fingerprints is required prior to hire for positions in the Child and Family Services, Developmental Disabilities and Aging and Long Term Care Programs.

Child and Family Positions

Family Educators in Child and Family Programs must be obtained within 90 day of hire a Pediatric First Aide/CPR card and Food Handler's permit. Health statement, TB skin test or for those individuals with a positive skin test a statement from a doctor or chest x-ray must be furnished upon hire.

Developmental Disability Positions

Family Educators in the Development Disabilities Program are required to attend training and obtain a Family Resources Coordinator Certification as soon as a scheduled after hire. Incumbents must possess or be able to obtain a valid CPR and First Aid Card.