



**Position Title:** Family Support Specialist  
**Department:** Programs  
**FLSA Status:** Full-time with benefits (*health insurance, 401k, etc.*)  
**Location:** McCook, Nebraska (*or nearby town*)  
**Reports to:** Regional Manager at Imperial, Nebraska  
**Date Created:** April 2024

**God** has called **us** to **build up** the **Body of Christ** in southern Nebraska through the spiritual and corporal works of mercy. We are **called** to **grow** in holiness, **walk** in trust, **serve** with integrity, and **faithfully** proclaim the Gospel.

**Position Summary:** The Family Support Specialist will assist clients locally and in the surrounding counties with financial assistance and similar needs while working in collaboration with the CSS Family Support Services team that operates in offices across southern Nebraska.

**Essential Functions:**

- Receive and process client requests for assistance with housing, utilities, car payments, etc., which includes gathering client information and supporting documentation.
- Serve as a liaison for applicants to various vendors, including landlords, utility companies, etc.
- Coordinate with St. Isidore Gift & Thrift to provide furniture, appliances, and household items to clients in need.
- Work within the allotted budget to allocate services and balance the monthly budget sheet.
- Document and perform data entry of all services provided to eligible clients.
- Create relationships with community agencies to refer and/or co-assist clients.
- Coordinate with local agency case managers to ensure client needs are met and no duplication of services are delivered.
- Attend and represent CSS at various community meetings surrounding the issues of health, housing, employment, immigration legal assistance, financial sustainability, etc.
- Assess client skill and competency so as to act as a liaison for those seeking employment opportunities, applications for disability, Medicaid, Medicare, or other federal programs.
- Assist clients in job applications, filling out applications, understanding job descriptions, and the interview process, as requested.
- Complete all reporting requirements for Catholic Social Services and any grantors.
- Collaborate with CSS staff to provide additional services to the community, as needed.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned

Subject to the Constitution of the United States and all applicable state and federal laws, CSS does not discriminate in its employment practices or in the administration and dissemination of its programs and services.

**Preferred Competencies:**

- Communication; written and verbal
- Teamwork
- Problem Solving
- Ethical
- Organized
- Ability to multitask and serve multiple clients with a variety needs
- Self-starter, ability to work independently
- Interpersonal Skills

**Qualifications:**

Previous experience serving vulnerable communities is preferred. Must be knowledgeable about the Catholic Church and support its moral and religious teachings.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 15 pounds.

**Working Environment:**

This position is available for remote work with a possibility of coworking space in the future.