

Board of Trustees

**Benefits And Resources Counselor (BARC)
Job Description**

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Organization Name: Fort Bend Family Promise (FBFP)

Job Title: Benefits And Resources Counselor (BARC) - Program Assistant

Reporting Structure: Reports to the Executive Director

Benefits: Selection of medical/health, dental, vision, short-term disability, life Insurance, etc.

Location(s): 4545 Cartwright Missouri City Texas 77459
1002 Wilson Rd Rosenberg, Texas 77471

Salary: Starting \$28K; based on experience/educational background

Job Role: This individual is responsible for support and to help maintain the overall successful operation of East & West Campus overnight residential sites and the day center campuses. Through working cooperatively with staff, aiding in presenting and positively interacting with parents, children, and families. The Program Site Assistant will model and promote the FBFP values. By providing these services the Program Site Assistant is committed and obligated to practice confidentiality and to always protect any PHI (personal health information). The Program Site Assistant position is essential to the success of the families we serve. This position will work directly with the families to help them learn the skills needed to help them become self-sufficient.

Qualifications

- Prior case management experience in other non-profit organizations, community, etc.
- Experience assisting families or working with them directly, one-on-one.
- Knowledge of Fort Bend County agencies for collaboration of efforts.
- Knowledge of Family Promise overall program and mission.
- Social Worker background helpful, but not the main requirement.

Job Duties (Social Services)

- Provide oversight of family residents computer labs, coach the Digital Literacy Project, including outreach, recruitment, and facilitation of technology-based programming for residents.
- Intakes – Perform intake on prospective families.
- Complete drug/alcohol screens on prospective new clients after intake interview.
- Meet with each family per Family Weekly Schedule to track progress.
- Assess family basic needs and work up a plan of action.
- Determine community mainstream service and direct to proper agency.
- Impress upon the Family Guest the importance of policies and procedures of Family Promise.
- Document Family Guest activity/incidences and keep files up to date.
- Set up transportation needs of Family Guest and community food pantry needs.
- Issue chore lists each week for duties Family Guest need to do at overnight location.
- Issue warnings to Family Guest, as needed, if not in compliance with Family Promise rules.
- Always keep information regarding Family Guest confidential.
- Assist Family Guest with other needs, mail, food, etc. as needed.
- Complete exit interview when Family Guest upon transition to leave program.

Job Duties (Administrative)

- Complete intakes and family progress/tracking
- Assist with clerical duties such as typing, mail-outs, newsletter, and record keeping.
- Research grants that would benefit our agency as needed.
- Enter Donor information into database.
- Enter Initial Contacts (IC) into database.
- Complete volunteer applications and track hours in database.
- Answer phones, greet visitors and accept donations.
- Prepare and dispense Blessing Bags (items from Pennie's Pantry, clothing and/or toiletries, etc.)
- Pantry supervision when shopping Family Guest.
- Take initial contact phone calls from callers who need program entry/shelter and enter into database.
- Refer callers to other community agencies for services and support.
- Stay at Family Center building is empty from all guests.
- Before leaving, be sure all equipment is off and unplugged, areas are clean, lights turned off, appliances unplugged, etc.
- Site-cleaning chores such as cleaning closets, cupboards, refrigerator, toilets, sweeping, dusting, etc. to keep overnight residences and day center campuses clean and neat.

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Education and Skills

- Minimum qualifications high school and some college/higher learning from an accredited school.
- Minimum of five years of case management and/or volunteer experience.
- Must have a valid Drivers License and good driving record
- Ability to communicate effectively, plan, organize, execute and prioritize work.
- Self-motivated and Self-directed.
- Enthusiasm for work in social justice for underserved populations.
- Multi-tasking and time management abilities critical.
- Must be able to handle detailed information with a high degree of accuracy and to maintain a high degree of confidentiality.
- Interpersonal skills are critical with the ability to work effectively with a wide range of people, family guest and/or from various and different cultures and faiths.
- Proficiency in effective oral and written communication.
- Microsoft Office, database and computer skills required.

Physical and Emotional Demands: This position may require lifting/carrying (20-30 lbs.), walking, stair climbing, sitting, and standing, driving, and prolonged visual concentration. Working in an environment with families in a situation of homelessness requires mental and emotional fortitude, adequate self-care, and awareness of surroundings.

I, _____ (Name of Employee) acknowledge I have received a copy of my job description and the opportunity to ask questions to my supervisor to gain clarifications of my duties on _____ (date).

Staff Printed Name

Staff Signature/Date

HR & Finance Manager Printed Name

Staff Signature/Date

Executive Director Printed Name

Executive Director Signature/Date