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| **Title: Family Specialist** (Temporary) | **Reports to:** Program Director |
| **FLSA Status:** Non-Exempt, full-time | **Location:** San Jose, CA (in-person) |
| **Job Summary:** The Family Specialist plays a key role in providing families in our community with resources that meet their needs. They conduct individualized oral health care coordination for pregnant people residing in Santa Clara County. The Family Specialist is also responsible for facilitating the enrollment process for families seeking coverage under the Medi-Cal program. This role conducts community outreach to promote oral health to pregnant individuals, identify uninsured children, and provide assistance with enrollment through Medi-Cal. **This is a temporary position, and the length of employment is from the start date to October 30, 2024.** At the time of this posting, this position is not open to an extension after October 30, 2024. |
| **Essential Functions & Position Responsibilities:** * Assist individuals by providing them with resources
* Provides support to coordinate preventative care for pregnant individuals
* Collaborate with partner organizations to create a list of resources to provide families
* Connect with other organizations for additional resources
* Utilize Salesforce to maintain cases and track family referrals
* Act as liaison between clients and community partners
* Identify uninsured children and assist them with enrolling into health coverage programs
* Collaborate with other departments to support with outreach and enrollment activities
* Participate in evening and weekend outreach events as needed
* Conduct service satisfaction surveys to curate family testimonials
* Perform other duties as required by the needs of the organization

**Minimum Requirements:*** Bachelor’s degree required.
* 1-2 years of experience in the field of community work
* Comprehensive knowledge of health clinics in Santa Clara County
* Fluent in Spanish and English
* Ability to work effectively under pressure.
* Excellent judgment, time management, organizational, interpersonal communication, writing, and customer service skills
* Excellent Computer skills (Microsoft Office Software including Word, PowerPoint and Excel) and database management skills.
* Maintain confidentiality at all times
* Participation in all agency events is required.
* May be required to work occasional evenings and weekends.

***The above statements are intended to describe the general nature and level of work being performed by the people assigned to this job. They are not intended to be construed as an exhaustive list of all job responsibilities.*****Physical Requirements & Work Environment:**The physical demands described here represent those that must be met to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, frequently required to work standing for prolonged periods. Regularly required to stand, walk, and reach with hands and arms. Must frequently lift and/or move up to 40 pounds. Work involves sedentary to light work in an office setting. There is a frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds), and perform other similar actions during the workday.Frequent speaking, listening using a headset, use of hands/fingers across keyboard or mouse, long periods working at a computer. **Compensation**$26.50 - $29.50 per hour, dependent upon qualifications and experience |