

Job Dispatcher/Family Services Specialist

1. Interface with customers and clients in all modes of communication, including social media, email, in person, and phone inquiries during office walk-in hours, biweekly day worker orientation/registration process, Etc. (4)
2. Responsible for all general office correspondence and office duties including but not limited to: Coordination of mid-size mailings using mail merge, monitoring and ordering of supplies, troubleshooting office equipment, computers issues and repairs, updating and maintaining the office voicemail system, and responsible for other administrative duties, including photocopying, faxing and mailing letters and documents. (4)
3. Responsible for providing services that include outreach and recruitment and building relationships with farmworker and day worker families who either reside at North Coast/Davenport area farms/ranches and residential areas, and/or utilize DWC services. (4)
4. Provide outreach, recruitment, training and case management to low income north coast farmworker families and day worker families in the county, to utilize financial literacy and capability curriculum and tools. (4)
5. Assist with food distribution and food deliveries to area ranches and distribution of information to participants, as well as family gatherings and family development trainings and activities at DWC where financial literacy curriculum can be introduced and delivered to families. (4)
6. Responsible for maintaining excellent relations with the local community including families, school, businesses, and churches and with area foremen and ranch owners as needed in terms of outreach and partnership meetings. (4)
7. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (4, 6)
8. Responsible for providing case management services and supporting the creation of Family Service Plans that identify financial literacy goals and tools, timelines and strategies for success as well as information and referral to resources. (6)
9. Provide health and Medi-Cal outreach, information, referral, eligibility, and access assistance as needed by participants. (4, 6, 8)
10. Assist with design and implementation of program evaluative strategies (15, 17)

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11. Ensure program objectives and impacts within scope of position are met for contract compliance (15,17)
12. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
13. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Employee Name (printed)