



COUNTY OF SUMMIT, OHIO

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Resource Family Specialist

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Position Details**Job Information**

| | |
|-----------------------------|---------------------------------|
| Appointing Authority | Summit County Children Services |
| Bargaining Unit | CWA, Local #4546, AFL-CIO |
| Department/Division | Children Services |
| Full Time/Part Time | Full Time |
| Regular/Temporary | Temporary |
| Work Schedule | Monday – Friday, 11am to 7pm |

Job Description

Reporting directly to the Supervisor, Community Relations, the Resource Family Specialist serves as the liaison between Summit County Children Services (SCCS) and inquiry families at the varying stages of the foster and adoption licensure process and post licensure support. The Resource Family Specialist will help to identify and address barriers with families, address important questions and misconceptions, and provide positive support regarding foster care, adoption and kinship caregiving, with the goal of increasing the percentage of families who ultimately become resource families for SCCS.

The Resource Family Specialist is committed to practicing cultural competence by working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages, and appearances in a manner that respects and preserves the dignity of all. The Resource Family Specialist commits to adhere to SCCS' mission, vision, and values at all times.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent in this position will be required to flex their weekly schedule working evenings and weekends to meet the needs of prospective and current SCCS resource families and the agency, as directed by the chain of command.

Education and/or Experience

Associated Degree in Social Services related field required; Bachelor's Degree preferred. Two (2) years' experience working in a social services agency and/or lived experience as a resource family required; Experience working for a Child Welfare or Foster/Adoption agency preferred.

Required Qualifications**Computer Skills**

To perform this job successfully, an individual must have demonstrated knowledge in all Microsoft Office products including, but not limited to Word, Excel, PowerPoint, and Access required. Previous experience with large database computer applications and/or State Automated Child Welfare Information System (SACWIS) experienced preferred.

Language Skills

Ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from supervisors, clients, and the general public.

Demonstrated excellence in customer service required.

Preferred Qualifications**Pre-Employment Testing Requirements**

Criminal Background Check, Pre-employment Drug and Alcohol Testing

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| Work Environment | <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is rarely exposed to outside weather conditions. The noise level in the work environment is of moderate intensity.</p> <p>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.</p> <p>While performing the duties of this Job, the employee is regularly required to: sit; use hands to manipulate objects; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk.</p> |
| Physical Demands | <p>The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to twenty-five (25) pounds, occasionally lift and/or move up to fifty (50) pounds and rarely lift and/or move up to seventy-five (75) pounds.</p> <p>Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p> |
| Licensing/Certification | <p>Incumbent must possess a valid State of Ohio drivers' license with no more than eight (8) points on his/her driving record at any time to drive his/her/their own vehicle and no more than six (6) points to drive an agency vehicle. Incumbent must also possess auto insurance as defined by Ohio Administrative Code (OAC) at all times.</p> <p>Incumbent must also adhere to agency policies that address these topics.</p> <p>Supervisory Responsibilities</p> <p>This position has no supervisory responsibilities.</p> <p>Other Qualifications</p> <p>Incumbent is required to travel to/from Agency meetings within the County and State as directed by his/her chain of command, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name unless a County-owned vehicle is secured pursuant to contract language and/or Agency policy/procedure. Personal vehicles must be in good working order and appropriately accommodate passengers as needed.</p> |
| Additional Information | <p>Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.</p> <p>Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.</p> |

Job Duties

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| Job Duty Name | Essential Job Duties and Responsibilities |
| Description of Job Duty | <p>Essential Duties and Responsibilities include the following. Other related duties may be assigned.</p> <p>Coordinates resource family recruitment activities including the preparation and updating of presentation material; Serves as a speaker for the agency and is able to address a variety of audiences, including but not limited to the faith-based and LGBTQ + communities regarding the work and needs of SCCS.</p> <p>Works with prospective resource families to obtain information and/or to complete required forms; Prepares agency communication(s) and works closely with prospective resource families throughout their inquiry process as needed/directed.</p> <p>Trains and supports resources families on the use of BINTI software; Accesses BINTI, Statewide Automated Child Welfare Information System (SACWIS) and other required systems to enter information, as needed/required by assigned job duties; Serves as the agency subject matter expert for BINTI.</p> <p>Schedules and hosts all Foster Care Information meetings in person and/or virtually; Creates meeting agenda; Schedules panelists and moderators for each meeting.</p> <p>Attends all policy and procedure training sessions for prospective and current SCCS resource families; Serves as a backup for the trainer of these sessions.</p> <p>Attends pre-service trainings as directed/required to answer questions and gather required paperwork from prospective resource families.</p> <p>Assists in the scheduling of the Peer-to-Peer Support program and attends sessions as directed/required.</p> <p>Supports the prospective resource family in the finalization of the application process which includes, but is not limited to background checks, finger printing, introduction to Casework staff, etc.); Works with SCCS contracted partner to arrange timely home-studies and resolve any issues which may delay the finalization of their application.</p> <p>Serves as a resource family recruitment contact for the Foster Care Hub, the faith-based community, and other community-based programs/agencies within and around Summit County; Effectively markets the resource family concept and works with contracted provider to carry out the marketing strategy for the agency's Foster and Adoption Recruitment plan.</p> <p>Scans case-related material into BINTI and/or the Electronic Document Management System (EDMS) (aka Traverse) and notifies associated persons of newly scanned material, when appropriate.</p> <p>Extracts information from BINTI and other systems, as needed; Gathers data and completes statistical reports to capture outcomes and demographic data as requested by supervisor or chain of command.</p> <p>Collaborates regularly with agency staff to ensure marketing and educational materials are relevant and on point; Provides analysis of resource family marketing efforts and refines promotional plans based on results.</p> <p>Maintains and updates SCCS materials for resource family training and education, program/service literature, signage, and events; Edits and proofreads all related materials.</p> |

Assists the Community Relations Department with administrative activities related to the work of the department; Maintains the marketing calendar for all resource family recruitment activities. Supports other units/departments as needed; Assists in the orientation/shadowing of agency staff as required by the employee's chain of command. Participates in agency wide and community initiatives which support the overall mission of the agency; participates on agency committees where applicable/appropriate. Attends and participates in supervision meetings as established by the employee's chain of command and based on the needs of the worker/caseload; Attends and participates in all agency meetings including unit, department, division, and all staff meetings. Attends trainings as identified by the chain of command regarding child welfare topics as required. Adheres to all agency policies and procedures, including but not limited to Professional Ethics and Conflict of Interest policies.

Job Duty Name Core Competencies

Core Competencies

To perform this job successfully, an individual must demonstrate the following competencies:

1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure.
2. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings. Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.
3. Customer Service – Manages challenging or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance.
4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to complete goals and finalize work duties; Completes tasks on time or notifies appropriate person with an alternate plan; Follows through on commitments; Follows policies and procedures.
5. Cultural Competency – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.
6. Ethics – Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Maintains confidentiality.
7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
9. Interpersonal Skills – Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner; Demonstrates insight and empathy.
10. Planning/Productivity – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans; Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
11. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
12. Safety and Security – Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
13. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
14. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote excellence; Monitors own work to ensure quality.

Description of Job Duty

Requisition Details

Requisition Details

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|-------------------------------------|----------------------------|
| Requisition Number | B-0582022-R |
| Working Title | Resource Family Specialist |
| Posting Type | External/Public Posting |
| Number of Vacancies | 1 |
| Advertised Salary | \$18.25 per hour |
| Open Date | 04/28/2022 |
| Close Date | 07/15/2022 |
| Open Until Filled | No |
| Special Instructions Summary | |

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Do you possess a degree or will you have one in the next 6 months in one of the following: Social work, Counseling, Psychology, Sociology, Criminal Justice, Human Development & Family Studies or Child & Family Studies?
 - Yes
 - No
2. * Do you have experience working in a Child Welfare or other similar agency?
 - Yes
 - No
3. * How many years experience do you have working in a child welfare or other similar agency?
 - 0-1
 - 2-3
 - 3 or more
4. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
(Open Ended Question)
5. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
(Open Ended Question)
6. * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system as a child or as an adult? If yes, please provide relevant information. If no, please enter "No"
(Open Ended Question)
7. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
 - Yes
 - No
8. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"
(Open Ended Question)
9. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".
(Open Ended Question)

Documents Needed to Apply

Required Documents

1. Resume

Optional Documents

1. Cover Letter

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