

POSITION DESCRIPTION

Title:	Family Navigation & Intake Specialist-Mooresville
Department:	Family Support
Direct Supervisor:	Literacy & Outreach Coordinator
Home Office	☐ Statesville ☒ Mooresville / ☒ On-Site ☐ Remote ☐ Hybrid
Classification:	☐ Full-Time ☒ Part-Time
FSLA Status:	☐ Exempt ☒ Non-Exempt
Salary Grade:	Grade 16

Primary Purpose of Position:

The Family Navigation & Intake Specialist is a forward-facing, front-line position that serves as the primary point of contact for all visitors, families, and callers at the Iredell County Partnership for Young Children (ICPYC) Mooresville office. This role is responsible for consistent front desk coverage, creating a welcoming and professional environment, and ensuring all families are greeted, assessed, and connected to appropriate services.

In addition to front office responsibilities, the Family Navigation & Intake Specialist builds relationships with families, identifies needs through intake and engagement, and connects them to ICPYC programs and resources. This position also coordinates the Pampered Pantry Program, including inventory management, distribution, and reporting.

Duties and Responsibilities:

Front Desk & Family Navigation

- Serve as the first point of contact for all in-person visitors and incoming calls, ensuring consistent and professional front desk coverage.
- Greet and welcome families and visitors in a friendly, respectful, and culturally responsive manner.
- Assess the reason for contact and triage needs efficiently, connecting families to appropriate services or staff.
- Refer families to in-house programs and/or community resources.
- Maintain a calm, organized, and family-friendly front office environment.

Pampered Pantry

- Schedule Pampered Pantry appointments and complete intake forms.
- Provide age/size appropriate diapers, wipes, and ICPYC information bag (on first visit).
- Refer families for additional ICPYC or community resources based on identified needs.
- Stock, organize, and maintain diaper inventory.
- Prepare diapers by size and quantity for distribution.
- Track participant visit frequency and monitor distribution.
- Assist with diaper drives and community donation efforts, as needed.

- Collaborate with Kindness Closet for hygiene kit distribution.
- Distribute and collect participant surveys.

General Office & Administrative Support

- Ensure front desk and waiting areas are clean, organized, and welcoming at all times.
 - Answer general phone inquiries and handle concerns in a courteous and professional manner.
 - Direct calls and visitors to appropriate staff or departments.
 - Receive and distribute packages and notify appropriate staff.
 - Monitor office supply inventory and prepare requisitions as needed.
 - Monitor office supply inventory and prepare requisitions as needed.
- Responsible for reviewing and accepting eligible donation items, determining and recording item values, and completing all required documentation and paperwork.

Recordkeeping & Reporting

- Maintain accurate, timely, and confidential records of family interactions, referrals, and services.
- Track outcomes and assist with reporting on service utilization and impact.
- Complete required documentation and reports as requested.

Other Duties as Assigned

- Perform other duties as necessary to support the mission of ICPYC.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the requirements listed below.

- Must pass a criminal background check.
- Must have reliable transportation and valid driver's license.
- Occasional evening, early morning, and/or weekend hours may be required.
- Local travel is required.

Education and/or Experience:

Associate degree in a field related to business, social work, or human services from an accredited college or university required. Equivalent combination of education and experience considered.

Knowledge and Abilities:

- Strong customer service and interpersonal skills, with the ability to engage warmly and professionally in a high-visibility, front-facing role.
- Ability to connect with families, children, and coworkers with enthusiasm and professionalism.

-
- Knowledge of Standards of Quality for Family Strengthening & Support and Strengthening Families and the Protective Factors Framework. (Training will be provided)
 - Knowledge of cultural responsiveness, motivational interviewing, and cultural humility.
 - Proficiency in Microsoft Applications.
 - Ability to communicate and work effectively with people from diverse backgrounds.
 - Ability to adapt to and support a changing work environment and new demands.
 - Attention to detail, and compliance with rules, regulations, and deadlines.
 - A high level of organizational and interpersonal skills.
 - Ability to work independently and as part of an integrated team.
 - Ability to lift up to 40 pounds.