

## Content Specialist I Position Description

The mission of Garrett County Community Action Committee, Inc. (C.A.C) is to improve the quality of life for Garrett County residents. It does this by

- Empowering people in need to become economically self-sufficient through coordinated, essential services
- Improving the capacity of and partnering with community institutions and leaders
- Providing development expertise and support for economic development

All staff in the agency, regardless of specific position, are expected and encouraged to work to achieve this mission by being a good ambassador, speaking about services and objectives, and making suggestions for improvements.

### Roles and Responsibilities

Content Specialists are expected to have a deep knowledge of a particular issue area including programs in that area, and external resources in that area. They should know more than a particular funding program, although they will know about assigned funding program requirements. Content Specialists act as a resource to the entire agency in their assigned area. Content specialists are more likely to be inwardly focused on their area of expertise and helping as requested with specific clients. At times, content specialist will verify information and enroll clients in programs and can act as a second level of oversight when the verification process has found the client is not eligible. In limited cases, the content specialist may do preliminary intake. Content specialties can be in the areas of early childhood education, home repair and inspection, alternative and sustainable energy applications, financial education and counseling, asset development, nutrition, health, and wellness.

### Specific Responsibilities

- Maintain knowledge and any required certifications in assigned content area
- Keep internal document/knowledge system up-to-date with resources on that area
- Provide expertise to internal staff and programs in accordance with internal MOUs; Responsible for conducting work in their content area for internal staff and/or families as assigned by coordinators
- Provide internal training to staff when requested
- Provide training and coaching with families as requested by coordinators
- Responsible for recommending changes in practice or technical updates to our processes in content area
- Serve on/advise family centered teams
- Ensure that any funder or program requirements in their content area are fulfilled and documentation is available to contract manager
- Complete documentation on their specific services in the client tracking system
- Educate internal staff and market (when appropriate) externally about programs in their content area
- Design forms or processes to ensure that appropriate information is gathered during service delivery
- Participate in family teams as assigned by coordinator I
- Supervise content specialist II and content support personnel

### Supervision

Directly supervised by managers or directors

May supervise content specialist II

### Specific Content Knowledge/Certifications/Education or Experience Requirements

- Bachelors degree preferred, AA degree and/or certifications and licensing demonstrating proficiency in content area required
- Over 7 years of experience in the assigned content area
- Knowledge of funding programs in their assigned content area

**All position descriptions**

- Able to stay current on practices in their content area
- Able to assess current practices in the agency related to their content area and suggest changes and/or improvements
- Focused on quality in their content area
- Able to provide training or instruction in their content area
- Maintains up to date certifications and licensing
- Able to connect their specific area of specialization with the needs of families/individuals or houses and make appropriate recommendations for meeting their needs

<b>Employee Signature:</b>	<b>Date:</b>
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