

Workforce Role Description

This form is to be used by the workforce (employees, Church-service missionaries, and volunteers) of the Corporation of the President (COP) and Corporation of the Presiding Bishop (CPB). It describes general workforce requirements as well as purposes, responsibilities, and qualifications of the role identified below.

Job title	Job code	Grade level	Approval date
Specialist, LDS Family Services	12465		12Apr2012

General Workforce Requirements

General requirements for the Church workforce:

- Temple worthiness
- Regular attendance and timely arrival at the assigned location

Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Purposes

Briefly describe why this job exists, who the customers are, and what the customers expect.

This Church Service Missionary position provides assistance to the LDS Family Services staff in their efforts to counsel and support patrons in need of professional help and guidance.

Responsibilities

Describe what the major responsibilities of the job are, including accountability, problem solving, relationships, interactions, results, and relevant metrics and measures. List responsibilities in order of importance, and indicate percentage of time spent on each.

- Collects basic information on patrons who are requesting/seeking assistance from the staff (if requested).
- Completes /edits reports and submits them for review to the staff.
- Assists office personnel as needed (answering phones and e-mails, making appointments, filing paperwork and reports, etc.)
- Conducts follow - up interviews with patrons if directed by the staff.
- Typically supervised by an Operations supervisor (staff) or Operations Manager.

Qualifications

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

- Usually requires education (BS degree in social work, psychology) and / or experience (2+years) in the assigned field of work. Education and experienced may be compensated through training as directed by the staff.
- Must have good communication skills (oral, verbal and computer - basic Microsoft office suite)
- Have a desire to work with and assist people in need.
- Must be able to keep patron information confidential.