

Wesley House Family Services Position Description

Position Title: Family Specialist Supervisor

Department: Community Based Care

Purpose: Responsible for coordinating strength based and family centered in-home services for families alleged or involved in child abuse and neglect due to family violence, substance abuse and mental health issues. The Family Specialist Supervisor assists in the training and supervision of Family Specialist; monitor paperwork and processes of therapist, and timely submission of appropriate service documentation. Monitors the service delivery to ensure that Family Specialist are working in partnership with parents to assess the needs of the family, enhance protective factors and reduce or eliminate safety and risk factors. The Family Specialist offers services to families on a voluntary and a court mandated basis and works as a part of the Wesley House team. The Family Specialist Supervisor provides direct support to the Family Specialist Team by providing oversight and guidance in case consultations, data tracking, and oversight and assignment of cases.

Reports To: Family Services and Support Manager

Funded By: Our Kids

Classification: 1.0 FTE, Exempt

Job Responsibilities:

1. Engage family in developing and implementing effective, strength-based, family centered/child safety plans by using therapeutic skills.
2. Actively engage in and enhance professional development including but not limited to acceptance of supervision, training and participation in meetings.
3. Provide timely in-home services on an ongoing basis for assigned case load.
4. Provide on-call service at a minimum of one week per quarter accepting referrals 24 hours a day, seven days a week through the OK Intake process.
5. Produces high quality results and reports as per contract.
6. Produces timely results, task accomplishment and reports/documentation of activities as per contract.
7. Comply with all Wesley House policies/procedures and adhere to Ethical Standards and Confidentiality requirements.
8. Ensure Family Specialist complete required documentation, including client records, services reports and administrative paperwork thoroughly and in a timely manner.
9. Perform all activities, job duties and responsibilities and functions in an accurate and efficient manner with respect and appreciation for the culture, traditions, languages and practices of the persons served
10. Adapt with flexibility to changes and requirements.
11. Participate fully in the development, implementation and monitoring of the agency's Performance Quality Improvement (PQI) to promote efficient, high-quality and effective service delivery and achievement of strategic and programmatic goals.
12. Collaborate effectively with community partners, advocate Wesley House Family Services and its mission in the community and support agency sponsored events.
13. Assist in supervision of Family Specialist.

14. Provide training and professional support and development to the Family Specialist on all procedures regarding the delivery of services.
15. Provide direct counseling services and maintain half a caseload
16. Perform other duties as assigned.

Performance Measurements:

The Family Specialist will be measured on:

- Family engagement using clinical and therapeutic skills
- Engagement and enhancement of professional development including acceptance of supervision, training and participation in meetings
- Provision of in home services
- Provision of on-call service
- Quality of Contract Compliance
- Timeliness of Contract Compliance
- Compliance with all Wesley House policies/procedures and adhere to Ethical Standards and Confidentiality requirements.
- Cultural sensitivity
- Flexibility in adapting to changes and requirements
- Collaboration with partners and support for WHFS and its mission

Qualifications:

- Master's degree in social work or related field required. Minimum of 3 years of supervisory experience preferred.
- Excellent interpersonal skills
- Demonstrate a passion for ensuring children have safe, loving families in which to grow.
- Thorough knowledge of child development, child protection, and child welfare issues, support services and community resources
- Demonstrate independent decision making and flexible scheduling.
- Ability to multi task and meet deadlines
- Possess excellent written and verbal skills
- Demonstrate use of technology in daily work activities.
- Demonstrate proficient use of software programs such as Word, Excel, PowerPoint and Outlook
- Physically Active Work. Exerts up to 30 Lbs. of force and/or lifting occasionally
- Valid Florida Driver's License
- Valid Florida Auto Insurance

Intent and Functions of Position Description

Job descriptions assist Wesley House Family Services in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective performance appraisal system and related promotion, transfer, layoff, and termination processes.

All job descriptions have been reviewed to ensure that only essential functions have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined are the minimal standards to successfully perform the required functions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all-inclusive. Supervisors may assign additional functions and requirements as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled persons. However, no accommodations will be made which may pose serious health or safety risks to the employee, other employees, persons served or which impose undue hardships on Wesley House Family Services.

Job descriptions are not intended as and do not create employment contracts. Wesley House Family Services maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law and at any time.

I have received and reviewed this Position Description on _____, _____, 20_____.
(Month) (Day) (Year)

Family Specialist Supervisor (Signature)

Family Services & Support Mgr. (Signature)

Family Specialist Supervisor (Print)

Family Services & Support Mgr. (Print)