

Wesley House Family Services

Position Description

Position Title: Family Support Worker

Department: Healthy Families

Purpose: Responsible for initiating and maintaining regular long-term home visits and making referrals and collaborating with other service providers to support healthy families with children prenatal through age 5 years.

Reports To: Healthy Families Program Manager

Funded By: Ounce of Prevention

Classification: 1.0 FTE, Non-Exempt

Responsibilities:

- Engage and maintain contact with Families by performing home visits, phone calls and mail and other creative methods
 - Assist in strengthening the parent-child relationship
 - Help parents in improving the family support system by informing them of services available to them
 - Increase the family's ability to solve problems and assume the role of advocate for themselves and their children
 - Involve the parent in activities that will assist them in increasing self-sufficiency
 - Make referrals to job training services and assist
 - Make referrals to assist them with educational needs
 - Help the family with identifying needs, making contacts, referrals and appointments to ensure that the target child is receiving healthy care
 - Ensure that the target child has a primary care practitioner
 - Ensure that the target child receives immunizations,
 - Ensure that the target child receives wellness check-ups and that parents are responsive to all health and safety needs.
 - Administer all tools and surveys according to HFF Performance Standards
- Assist the family in establishing goals by developing a support plan to achieve those goals according to HFF Performance Standards
- Manage Target Child Case
 - Accuracy and timeliness of record keeping
 - Assess the growth and development of the target child
 - Maintain client files and program records per program requirements
 - Implement Prenatal, Growing Great Kids, Growing Great Families, Finding the Gold Within and other recognized curriculums during home visits
 - Provide occasional transportation for families
- Comply with organizational, departmental and Healthy Florida Families requirements:
 - Meet in regular weekly supervision with Program Manager at required interval of 1 FTE 2 hours
 - Complete FSW Core Training and GGK Core Training prior to directly working with children and families

- Complete required HFF Web based training through the Ounce Learning Management System at required intervals of 3, 6, and 12 months and maintain records
- Complete required in-service trainings as required
- Become familiar with HFF and HFM learning resources by previewing all learning tools for use with families through a schedule of learning, tool and survey implementation through the Pre-Service Orientation Training within 3 months of hire. (Addendum included)
- Receive training and become familiar with the Ounce Performance Management System
- Maintain contact with referral sources (Healthy Start, doctors, hospitals, CBC, Head Start, Early Steps, etc)
- Identify opportunities for families to be involved in existing neighborhood support system, such as faith-based organizations, schools, community centers, and peer leadership and support groups
- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
- 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
- Follow the guidelines regarding the reporting of unethical actions or practices as outlined in the Wesley House Family Services Personnel Manual
- Advocate Wesley House Family Services and it's mission in the community and support agency sponsored events
- Attend all state and local meetings, workshops and conferences and participate in training and professional development as required
- No documented instances of a breach of duties with established principles, standards, contractual and legal requirements
- Wesley House Family Services assets are safeguarded and used according to agency policies and procedures
- Responsible for accurately completing individual timesheet by no later than the Tuesday before payroll is completed
- Perform other duties as assigned

Performance Measurements:

The Family Support Worker will comply with all WHFS and HFF Standards

- Manage an optimum case load per FTE 1= 25 families with case weight of 30
- Ensure that at least 85% of target children will be up to date with immunizations at 24 months
- Ensure that at least 85% of target children will be up to date with well child checks at 24 months
- Ensure that at least 85% of target children over 24 months will have the most recent well child checks according to the schedule
- Ensure that 90% of target children enrolled 6 months or longer be linked to a medical provider
- Ensure that 90% of primary participants enrolled 6 months or longer will be linked to medical provider
- Ensure that at least 80% of mothers enrolled in the program will not have a subsequent pregnancy within two years of the target child's birth (baby spacing)
- Ensure that at least 90% of all families develop an initial Family Support Plan within 90 days of enrollment.
- All participants will have an Edinburgh Postpartum Depression Survey (EPDS) administered according to HFF policy
- At least 75% of families enrolled will have an initial home visit within 30 days of assessment
- At least 80% of families will who close on Level 3 or 4 or complete the program will have improved or maintained self-sufficiency while enrolled in the program.
- At least 80% of families will receive at least 75% of home visits as prescribed by their leveling system

- At least 85% of participants will have the baseline HFPI administered as prescribed by HFF and re-administered at all intervals.
- At least 65% of families will be retained at least 12 months.
- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
- Engage and maintain contact with Families by performing home visits, phone calls and mail and other creative methods
- Implement Prenatal, Growing Great Kids, Growing Great Families, Finding the Gold Within and other recognized curriculums during home visits
- Comply with organizational, departmental and Healthy Florida Families requirements:
- 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

Qualifications:

- High school graduate or general equivalency diploma; CDAE or AA degree preferred plus 1 year of direct experience working with culturally diverse families
- Bilingual in English and Spanish
- Demonstrate a passion for ensuring children have safe, loving families in which to grow.
- Experience with 0-5 year client population; working with children and families
- Demonstrate the ability to engage parents, caregivers, community partners and children and communicate in an effective manner.
- Demonstrate independent decision making and flexible scheduling.
- Effectively organize and manage the work environment and establish and organize routine office procedures
- Ability to prioritize many tasks and meet deadlines.
- Demonstrate understanding of personal and client safety
- Demonstrate appropriately effective oral and written communication skills
- Demonstrate use of technology in daily work activities.
- Demonstrate proficient use of software programs such as Word, Excel and Outlook
- Physically Active Work. Exerts up to 30 Lbs. of force and/or lifting occasionally

Intent and Functions of Position Description

Job descriptions assist Wesley House Family Services in ensuring that the hiring process is fairly administrated 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 Support Worker (Signature)

HFF Supervisor/PM (Signature)

Family Support Worker (Print)

HFF Supervisor/PM (Print)