

## Wesley House Family Services

### Position Description

**Position Title:** Family Support Specialist (FSS)

**Department:** Healthy Families Monroe

**Purpose:** The primary role of Family Support Specialist is to support the mission of the company and ensure successful outcomes for the clients we serve. Healthy Families Monroe program is a voluntary program providing services to women with high-risk pregnancies.

**Reports To:** Supervisor

**Funded By:** Ounce of Prevention

**Classification:** 1.0 FTE, Non-Exempt

#### Responsibilities:

- Engage and maintain contact with Families by performing home visits, phone calls, mail, and other methods of creative outreach.
  - 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.
  - Help the family with identifying needs, making contacts, referrals, and appointments to ensure that the Focus Child is receiving health care
- Assist the family in establishing goals by developing a support plan to achieve those goals according to HFF Performance Standards
- Meet in regular weekly supervision with Supervisor
- Complete HFA Core Training and GGK New Gen Curriculum 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 training as required.
- Facilitate monthly parenting support group.

#### WHFS 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 its 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 Friday before payroll is completed

- Perform other duties as assigned

### **Performance Measurements:**

#### Service/Quality:

- Maintain files and program records with accuracy and timeliness per HFF requirements.
- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements including Healthy Families Florida requirements.
- Engage and maintain contact with Families by performing home visits, phone calls and mail and other methods of creative outreach.
- Implement Growing Great Kids New Gen, Growing Great Families, Finding the Gold Within and other recognized curriculums during home visits.
- Comply with organizational, departmental and Healthy Families Florida 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
- Manage an optimum case load per FTE 1= 25 families with case weight of 30
- 85% of immunizations and well-baby checks information will be completed and submitted quarterly
- 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 90% of all families develop an initial Family Goal Plan within 90 days of enrollment and every 183 days thereafter
- 80% of program primary participants that close on Level 3, Level 4 or complete the program will have improved or maintained self-sufficiency while enrolled in the program.
- At least 75 % of families will receive at least 75% of home visits as prescribed by their leveling system.
- 90% of all tools will be completed quarterly (ASQ, Home Safety Checklist, HFPI, and Edinburgh Postpartum Depression Survey)
- All data must be entered by the 10<sup>th</sup> of each month.

#### Qualifications:

- FSS must have at a minimum a high school diploma or General Education Diploma (GED) and at least one year of experience working with children or families.
- Ability to establish trusting relationships
- Experience in working with or providing services to children and families
- Acceptance of individual differences
- Experience and humility to work with the culturally diverse populations which are present among the program's target population
- Knowledge of infant and child development
- Willingness to engage in building reflective capacity (e.g., has capacity for introspection, communicates awareness of self in relation to others, recognizes value of supervision, etc.)
- Excellent verbal and written communication skills
- Excellent observational and listening skills
- Patient demeanor with the ability to relate to, empathize with, and show compassion for a variety of personalities
- Ability to manage uncooperative clients
- Maintain professional demeanor and communication at all times with all customers, coworkers, vendors and community partners
- Demonstrate proficient use of software programs such as Word, Excel, and Outlook
- Physical Demand: Must occasionally lift and or move up to 30 pounds

- Ability to prioritize many tasks and meet deadlines
- Must be able to pass Level II background clearance at the time of hire and every 5 years thereafter
- Standard business hours are Mon-Fri 9:00A-5:00P. Must maintain flexibility to meet client’s needs, additional hours may be required to complete job duties. Maintains flexible hours in the evenings and on weekends to attend events/meetings.

### 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 Specialist (Signature)

\_\_\_\_\_  
Supervisor (Signature)

\_\_\_\_\_  
Family Support Specialist (Print)

\_\_\_\_\_  
Supervisor (Print)