

Wesley House Family Services Position Description

Position Title: Family Support Worker

Department: Community Based Care (CBC)

Purpose: Responsible for providing support services to the Full Case Management program. The support services include but are not limited to the following: transportation for clients (adults and children), supervising visitation, and performing administrative tasks.

Reports To: Service Coordinator Supervisor

Funded By: Citrus

Classification: 1 FTE, Non-Exempt

Responsibilities:

1. Transports clients.
2. Supervises visits between clients and family members and documents observations and enter into system within 48 hours.
3. Completes administrative tasks related to the functions and responsibilities of the Family Support Worker in a timely manner including but not limited to documentation of supervised visits within 748hours of visits, medical/dental records within 48hours of visit, and verbal/written communication with case management staff.
4. Completes other tasks as assigned.
5. Complete the mileage log during all transports.
6. Completed daily inspection reports.
7. Ensure the vehicles are cleaned after each transport.
8. Ensure the vehicles are serviced timely.
9. Ensure car seats are installed properly and are used during transport.
10. Ensure all passengers wear their seat belt when the vehicle is in motion.
11. Ensure all passengers wear their seat belt when the vehicle is in motion.

Performance Measurements:

1. Transports clients effectively and timely.
2. Supervises Visitations and documentation effectively and timely in FSN and UF database.
3. Completes administrative tasks related to the functions and responsibilities of the Family Support Worker
4. Completes other tasks as assigned.

Qualifications:

- High school graduate or general equivalent diploma; CDAE or AA degree preferred.
- Demonstrate a passion for ensuring children have safe, loving families in which to grow.
- Experience with 0–18-year client population; working with children and families that are in a high-risk situation.
- 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.
- Demonstrate the ability to properly install car seats for all age children.
- 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 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 accommodation 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)

Service Coordinator Supervisor (Signature)

Family Support Worker (Print)

Service Coordinator Supervisor (Print)