Wesley House Family Services
Position Description

Position Title: **Family Specialist**

Department: **Community Based Care**

Purpose: The Family Specialist provides intensive, strength-based, and family-centered in-home services to families alleged or involved in child abuse and neglect related to family violence, substance abuse, mental health challenges, and parenting stressors. The primary goal of this position is to ensure child safety, strengthen family functioning, and prevent removal or re-entry into out-of-home care. The Family Specialist engages families using therapeutic, culturally responsive, and trauma-informed practices while working collaboratively with parents, caregivers, community partners, and child welfare professionals. Services may be provided on a voluntary or court-mandated basis. This position may assist with Full Case Management activities and requires maintaining Child Welfare Case Manager (CWCM) certification.

Reports To: Prevention Manager

Funded By: Citrus

Classification: 1.0 FTE, Exempt

Job Responsibilities:

1. Engage families in developing and implementing strength-based child safety and service plans
2. Provide timely and ongoing in-home services to assigned families
3. Assist with **Full Case Management functions**, including documentation, coordination of services, court-related tasks, and collaboration with child welfare professionals, as assigned.
4. Obtain and maintain Child Welfare Case Manager (CWCM) certification and comply with all requirements related to CWCM duties.
5. Participate in on-call rotation requirements accepting referrals 24 hours a day, seven days a week through the Citrus Intake process.
6. Complete accurate and timely documentation and reports
7. Participate in supervision, trainings, and staff meetings
8. Implement evidence-based models including Nurturing Parenting, Safe & Together, PQI, and QPI
9. Collaborate with community partners and stakeholders
10. Adhere to agency policies, ethical standards, and confidentiality requirements
11. Produce high-quality, accurate, and timely documentation, reports, and records in compliance with contractual, regulatory, and agency requirements.
12. Actively engage in professional development, including supervision, training, meetings, and required certifications.
13. Demonstrate cultural humility, flexibility, and professionalism
14. Adhere to all Wesley House policies and procedures, ethical standards, confidentiality requirements, and applicable state and federal regulations.

15. Demonstrate cultural humility and sensitivity, respecting the culture, traditions, languages, and practices of the families served.
16. Adapt with flexibility to changing program needs, family situations, and contractual requirements.
17. Support agency-sponsored events and initiatives.
18. Perform other duties as assigned

Performance Measurements:

- 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
- Participation in the Nurturing Parenting Program
- 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
- Participation in Safe and Together, Performance Quality Improvement (PQI) and Quality Parenting Initiative (QPI) programs
- Collaboration with partners and support for WHFS and its mission

Qualifications:

- Bachelor's degree in social work, psychology, human services, or a closely related field (required)
- Ability to obtain Child Welfare Case Manager (CWCM) certification within required timeframes and maintain certification thereafter
- Experience providing in-home or community-based services to children and families preferred
- Knowledge of child welfare systems, family preservation, and safety planning preferred
- Experience providing in-home or community-based services preferred
- Valid driver's license, reliable transportation, and required insurance
- 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 multitask and meet deadlines
- Possess excellent written and verbal skills
- Therapeutic engagement and family systems skills
- Crisis intervention and safety planning
- Strong written and verbal communication skills

- Accurate and timely documentation and report writing
- Ability to manage time, prioritize tasks, and carry a caseload
- Proficiency with electronic case management systems and basic computer applications
- Ability to work independently and collaboratively as part of a multidisciplinary team
- 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 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 Specialist (Signature) Prevention Director (Signature)

_____ _____
Family Specialist (Print) Prevention Director (Print)