

Infant/Child Enrichment Services
20993 Niagara River Drive, Sonora CA 95370
(209) 533-0377
Job Description

Job Title: Family Support Specialist
Department: Raising Healthy Families
Reports To: Program Manager
FLSA Status: Non-Exempt

Summary: The Raising Healthy Families Program is a child abuse prevention program. This position provides in-home support through weekly home visits and case management to parents experiencing problems with parenting.

1. Maintains caseload of clients, making weekly home visits designed to help parents set attainable goals with the aim of creating healthier family relationships. Teaches parents appropriate parenting skills focusing on appropriate child development, discipline/guidance techniques, communication skills and stress management.
2. Conducts and records all family assessments in a timely and thorough manner.
3. Performs case management to assist families to meet their needs; makes appropriate referrals to external resources and follow up to ensure outcomes are met.
4. Shares information with appropriate agencies (observing confidentiality guidelines), working closely with them to prevent duplication of services while optimizing those services that are being provided.
5. Consistently maintains accurate records of service in family files, on program spreadsheets, and databases all in a timely and thorough manner.
6. Performs and documents evaluation of family progress.
7. Teaches parenting classes and workshops as needed.
8. Participates in staff, case management and other applicable meetings.
9. Other duties assigned as needed.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolve problems in a timely manner; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

Judgment – Exhibits sound and accurate judgment.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Proof of successful employment experience. High School diploma and AA required; BA in related field strongly preferred.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Word Processing software.

Certificates, Licenses, Registrations: Current driver's license, automobile insurance and be able to pass a background check.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The main part of this job is home visits. The employee will be exposed to out-of-doors, in and out of car, weather conditions dependent on the season. Varying environments at clients' homes that may not be handicap-accessible including stairs and uneven terrain such as dirt walkways. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.