**Family Support Worker- Healthy Families America**

**Position Summary:**

The Family Support Worker ensures that each child is safe, healthy and ready for school by age five by providing intensive home visiting services to overburdened parents. Overall responsibilities include:

* Providing weekly, bi-weekly or monthly home visits;
* Performing developmental screens on infants up to age five
* Tracking well-baby visits and immunizations
* Strengthening parent-child interaction
* Facilitating access to community resources for example: education, housing, and childcare.

**Essential Duties & Responsibilities:**

Include the following.  Other duties may be assigned.

**Assessment:**

Collaborates with the Parent Resource Visitor or other referring providers to review questions concerning the Intake Summary.

Identifies and articulates critical issues confronting the family and uses as a basis in creating the Family Goal Plan (FGP).

Builds on family strengths to meet participant needs and/or respond to crisis and stress.

Collaborates with Program Manager to determine level of family functioning and growth as it relates to the service levels.

**Build Relationship with Family:**

* Contacts family within two business days after receipt of the referral and consistently visits family as identified based on model criteria.
* Uses strategies to build trust and rapport with families.
* Achieves 85% of the identified number of visits in the home each month.
* Identifies key points and subtleties in a manner that promotes interaction even in adverse conditions.
* With family, summarizes visits, elicits confirmation and plans for future contact.
* Accepts cultural diversity and integrates the family’s values and culture into support plan that reflect the family’s agenda and background. Respects differences and offers information about alternatives if certain cultural practices are harmful to any member of the family.
* Facilitates solutions that recognize that opinions/beliefs of family may differ from Family Support Worker.

**Program and Professional Growth:**

* Participates in team meetings and trainings, shares experience and insight at said events, seeks input from others, and utilizes any information learned in daily work practices.
* Raises concerns and questions in a manner that promotes discussion for solutions.
* Collaborates with Program Manager to identify and participate in other trainings or committees which can further professional growth.
* Identifies community needs and addresses those needs through team meetings and events.
* With the assistance of the Program Manager identifies strengths in performance as well as areas needing development; work together to plan and achieve desired performance goals.

**Case Management:**

* Incorporates families’ strengths in the development of the participant’s independence to solve their own problems.
* Builds support network with the family by developing a resource list of family members, friends and community agencies.
* Develops the FGP with the family, monitoring progress and barriers to success.
* With the assistance of the Program Manager, plans visits ahead of time using case review, FGP, child development curriculum and age-appropriate toys.
* Reports incidents of child abuse and neglect, and becomes an active member of the intervention team to assist families in modifying behaviors or conditions that promoted the abuse and neglect.

**Promotes Parent Child Interaction:**

* Performs the Developmental Screen with the parents and communicates the growth and development as well as any delays the child may have.
* Implements the child development curriculum based upon the parents’ relationship with the child.
* Ensures that parents understand information provided and activities demonstrated.  Models behavior where appropriate and monitors progress.
* Ensure a medical home -- communicates the importance of well-baby care and immunizations.

**Documentation:**

* Within the required timeframe(s) documents all participant encounters in Mary’s Center EMR and any other grant specific databases.
* Tracks all home visits, immunizations, prenatal visits, well-baby care visits, developmental screens, and any relevant medical care needed by the family.
* Administers and scores developmental screens within a two-week period of the due date.
* FGPs are completed with the family at designated intervals or sooner if necessary.
* All measurement tools are completed on time based upon their timeline for completion
* Meets deadlines by completing and submitting monthly reports to the Program Manager.
* All forms are complete, proofread for accuracy, and ready for discussion during weekly supervision.

**Agency:**

* Participates in meetings and required events.
* Assists in the growth of the agency through problem-solving and support.
* Follows personnel practices.  Seeks answers to questions surrounding personnel or agency issues.

**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, skills, and/or ability required.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies:**

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

* **Teamwork** – Contributes to building a positive team spirit; Puts success of the team above own interests; Supports everyone’s efforts to succeed; Must be able to work well in multidisciplinary team setting.
* **Interpersonal Skills** – Focuses on solving conflict in cooperative manner; Must have excellent written and verbal communication skills.
* **Cost Consciousness –** Contributes to profits and revenue.
* **Computer Competency-** Shows ability to utilize technology to meet the requirements of the position**.**
* **Diversity** – Shows respect and sensitivity for cultural differences.
* **Ethics** – Treats people with respect.
* **Organizational Support** – Follows policies and procedures.
* **Professionalism** – Treats others with respect and consideration regardless of their status or position.
* **Safety and Security** – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
* **Attendance/Punctuality** – Is consistently at work and on time, which is pre-determined between the employee and the person(s) he/she reports to.
* **Dependability** – Follows instruction and responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to meet the needs of Mary’s Center’s clients and participants.
* **Flexibility** - Willingness to be flexible with work schedule to participate in weekend and/or evening schedules as determined necessary.

**Education and/or Experience** – Qualified candidates must have at least an Associate’s Degree (A.A.) in psychology, counseling, social service or related behavioral health field with course work in the areas of child development, family relations, and interpersonal skills.

Bachelor’s Degree is preferred. If a candidate has an A.A., they must also have at least two-year paid or volunteer experience under supervision working with families or children and their parents.  Candidates must have knowledge of community resources along with experience with computers, entering information and Microsoft programs. Applicants must have the ability to participate in evaluation components for the program and ability to implement research based assessments, score and enter into system identified. This position requires ability to work independently in the field; experience with emergency systems and response, and act decisively when required.

Upon hire, position requires ability to attend and complete the evidence based core training requirements for Healthy Families America, and an additional 60 hours of trainings each year.  Must pass and have the ability to implement the core components of the model to be effective in the role.  Additional core training on evidence based curricula based on program assignment to include Foundational Curriculum of Parents as Teachers and/or Growing Great Kids from Healthy Families America.

**Reasoning Ability** – Ability to apply common sense understanding to carry out moderately complex, multi-step instructions and make appropriate independent decisions as necessary.

**Physical Demands** – Regularly required sitting; frequently required to reach with hands and arms, walk, stoop, kneel, crouch, talk or hear; must be able to lift objects up to twenty-five (25) pounds.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment** – Mostly in a typical office setting with quiet to moderate noise level.