**Parent Resource Worker**

**Position Summary:**

The ***Parent Resource Worker (PRW) for Mary’s Center*** provides screening and completes the parent survey of participants for the Home Visiting Program, and enrolls participants in the Home Visiting Program on a need/availability basis. Overall responsibilities include:

* Conducts ongoing outreach to referrals assigned
* Completes Home Visiting Screen with all referrals
* Care coordinates with referral providers and supports maintaining referral partnerships
* Completes 8-10 parent surveys each week
* Facilitating access to community resources for example: education, housing, and childcare.
* Offers and enrolls participants into Home Visiting Program on a need/availability basis

**Essential Duties & Responsibilities:**

Include the following. *Other duties may be assigned.*

**Engage Participant and Family**:

* Use various strategies to build trust and rapport with families
* Accept cultural diversity and integrate the family’s values and culture into initial conversations
* Explain worker’s role, responsibilities and participant’s rights, including confidentiality and mandated reporting

**Intake:**

* Complete parent survey on all participants referred
* Target 8-10 parent surveys per week or as required based upon needs of the program and/or agency
* The PRW is responsible for meeting productivity targets and managing their own schedules to meet above targets
* Gather information from referral source, participant chart and other pertinent sources in determining participant eligibility in programs
* Assess for eligibility in Mary’s Center programs
* Complete internal and external referral with the participant’s approval
* Submit and track completed referrals on a daily basis
* Review completed intake and parent survey for accuracy prior to submitting to the Senior PRW for review.
* Conducts outreach at referral partner agencies and health fairs as needed.

**Referrals**:

* Create outreach plan for each referral assigned and provide to supervisor during weekly supervision
* Provide referrals and support for assigned cases prior to entry into an appropriate program.
* Link families who are assessed but either not eligible for services or decline services to community resources.
* Ensure families understand the role of the service provider and the type of services provided by the program to which they are referred. Work with assigned service provider to connect with family on an “as needed” basis until family is engaged and/or re-engaged into the referred program or services.
* Update Screen Log tracker on progress and outcome for each referral on a daily basis

**Documentation:**

* Complete and submit parent surveys within two business days
* Resubmit corrected parent surveys within two business days after receiving corrections
* Enter all data in appropriate database system, including agency’s database and grantor’s database if applicable
* Ensure that all applicable forms are complete, proofread for accuracy, reviewed and signed-off by supervisor and filed in a timely manner in accordance with project, evaluation, and funding requirements.
* Document all interaction with participant, family members and collateral contacts
* Complete monthly reports as required
* Report incidents of child abuse and neglect and become an active member of the intervention team to assist families in modifying behaviors or conditions that may have promoted the abuse and neglect

**Program and Professional Growth:**

* Attend weekly Supervision with the Senior PRW and report to supervisor on an “as needed” basis. Supervision may be split up into two days if needed.
* Participate in organization-wide and division-wide meetings and committees, departmental meetings and other meetings/conferences as assigned.
* Share experiences and insights at said events, seek input from others, and utilize any information learned in the course of daily work activities
* Work to ensure a healthy collaborative relationship with other Mary’s Center programs and departments, as well as outside agencies
* Raise concerns and questions in a manner that promotes a discussion for solutions
* Identify and participate in other trainings or committees that can further professional growth
* Identify various community needs and address them through team meetings and events
* With the assistance of supervisor, identify performance strengths as well as areas needing further development

**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.

**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.*

**Education and/or Experience** – Requires a Bachelor’s Degree in Social Work, Counseling, Human Services or related field; or 3 years of relevant work experience with 2 of those years providing direct services to child/youth and families. Must possess knowledge of community resources and the ability to communicate effectively (written and oral) in English and in second language used by the target audience. A working knowledge and understanding of patient/participant confidentiality issues and HIPAA compliance/regulations are essential.

**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.