

Dunebrook Inc. Job Description

Job Title: Family Support Worker
Reports To: Community Partners Supervisor
FLSA Status: Exempt
Prepared By: Tia Miller
Prepared Date: 10/25/2013
Approved By: Gail Johnson
Approved Date: 10/25/2013

SUMMARY

The Case Manager/Family Support Worker is responsible for providing assessment, case management and support services to strengthen families and prevent child abuse for the Community Partners for Child Safety program.

Responsibilities:

ASSESSMENT

Provides comprehensive assessment of family life areas to support and assist in service planning and family goal setting.

CASE MANAGEMENT

Adheres to the Department of Child Services state standards for Community Partners for Child Safety program;

Establishes a service plan to use as a guide for service for each family that includes goals, objectives, and activities; is able to assist family to meet goals;

Maintains visits at the home or community location most comfortable to the family and as determined most beneficial for them in collaboration with supervisor;

Provides parenting and life skill curriculum and coaching for participants in individual, family and/or group setting as appropriate;

Models nurturing attitudes for participants during visit sessions;

Inputs computer data in a consistent, accurate and timely manner and as required by supervisor and program standards;

Establishes a trusting relationship with families by initiating and maintaining regular contact.

SUPPORT SERVICES

Supports families in crisis intervention; with a focus on stabilization, empowerment and prevention of future crisis cycle;

Has familiarity with community resources and/or possesses skills to identify and utilize such resources; makes and follows-up on community referrals given to families;

Assists parents in scheduling and planning transportation to appointments for doctors, social service agencies, etc.; acts as a liaison between families and other community agencies as needed;

Maintains confidentiality of program participants.

WORKS ON A TEAM

Meets with supervisor on a weekly basis to evaluate client status and service to families;

Attends regular staff meetings, supervisions, in-service trainings, and other meetings/trainings as required;

Participates in community education fairs and work-related group activities.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree (B. A.) in human services (social work, psychology, sociology, family counseling, early childhood, or nursing) from four-year College or university required;

Spanish speaking a plus.

Knowledge, Skills and Abilities

Knowledge of maternal-infant health and concepts of child abuse and neglect;

Understands the dynamics of child abuse and neglect and demonstrates the foundational skills necessary to apply this knowledge;

Able to manage assigned caseload and related work responsibilities;

Excellent communication skills, including leading conversations and listening;

Ability to speak effectively with families during home visits;

Sensitivity and awareness of cultural differences, non-judgmental, objective thinker;

Strong analytical and organizational skills;

Ability to interpret a variety of instructions and solve practical problems;

Ability to write objectively, compose reports and correspondence;

Demonstrates the ability to offer support and encouragement; is motivated to learn new skills;

Proficient in Microsoft Office ® programs, including Word®, and Excel®; and navigating the Internet; and ability to learn Partnertude software;

Ability and temperament to work as part of a team.

Physical Demands and Working Conditions

Viewing computer terminal, perceiving and transcribing data with accuracy and keyboarding fill much of the day in an office environment;

Communication with telephone callers and associates requires an ability to express oneself as well as perceive and exchange ideas;

The employee is exposed to environmental conditions including noise levels that cause the worker to shout in order to be heard; home conditions may not be clean resulting in odors and insects; home conditions may be close quarters with inadequate seating requiring the employee to kneel, crouch or stand for long periods of time;

The employee may be required to ascend and descend stairs or ladders, balance on unstable surfaces while working in client homes;

Work may include walking long distances, and exerting force up to 25 pounds to lift and move objects;

Ability to travel as required, must have a valid driver license and dependable transportation;

Must be available to attend required trainings which may require overnight travel;

Works a flexible schedule to meet the needs of families.

Dunebrook Inc. is an equal opportunity employer and does not discriminate in the recruitment, selection, employment, training, promotion, or transfer of qualified personnel, or in the administration of personnel practices based upon age, sex, race, ethnicity, nationality, disability, or religion.

The job description focuses on the essential functions of the position. Other duties may be assigned from time to time. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employees are required to pass a criminal background check on an annual basis and provide assurance of current driver's license and auto insurance.

I have reviewed this job description with my supervisor. By signing below, the employee acknowledges that they are aware of the scope, responsibilities and requirements of this position.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Executive Director's Signature: _____ Date: _____