



Job Description

Job Title: Family Support Specialist

Revised Date: March 2, 2023

Reports to: Home Visitation Program Coordinator

Scope of Authority: Employee is not responsible for supervising other personnel.

Security/Access: Employee will be issued picture identification and department credit card.

Job Summary: Responsible for working with the community and health care systems to support continuum of care utilization in the TRPHD district. Establish and maintain partnerships with key community members. Plan, prepare and implement projects/procedures for effective community outreach and enrichment. Assist in facilitating workshops, events and other functions pertaining to outreach programs. Communicate with community constituents through a variety of methods, with emphasis on interactions within the community environment. Assist families by increasing their ability to maintain a safe and nurturing home for their children and to parent effectively. The Family Support Specialist (FSS) will provide support and education for parents and work collaboratively with parent/caregivers utilizing individual family service plans. The FSS supports the efforts of the family through education, advocacy, problem-solving and support of the group process. Document and report on services and other resources services available in communities. Serves as resource to community members and public in areas of health referral. Answers phones, processes documents, requisitions, and organizes and files information. Completes other duties as assigned.

Required Education and Experience:

- High school diploma or equivalent; minimum 2 years health or human service or closely related degree from accredited college or university strongly preferred.
- National Incident Management System (NIMS) compliant within 6 months of employment.
- Completion of NDHHS health navigator / community health worker certification training within 1 year.
- Proficient in Microsoft Office and common computer and data base applications.
- Ability to operate standard office equipment including but not limited to computers, printers, copiers, scanners, calculators, facsimile machines and telephone systems.
- Valid driver's license and proof of personal driver's insurance required. Ability to utilize own transportation for work purposes.
- Ability to travel within the TRPHD seven county service area. Further distances on occasion.
- Ability to work well with diverse groups in the public sector and demonstrate cultural awareness and sensitivity.

Duties and Responsibilities:

- Provide strengths based, in-home guidance in positive parenting skills, child development, basic living skills, emotional regulation, home and child safety, advancement of education, and assist families to achieve a higher level of functioning in their day-to-day life.

- Develops an excellent knowledge of community resources and documents this so that it can easily be shared with others in the community.
- Collaborates and develops positive working relationships with health care providers, social service agencies, government offices, faith-based organizations and other community resources to advocate on behalf of clients.
- Engage in tasks necessary to the provision of direct service, including but not limited to:
 - Family documentation utilizing the FamilyWise Database, including home visit notes, maintaining current immunization and health records, developmental screenings and other family assessments, individual family service plans, and level change forms, completed in accordance with agency policy/procedure.
 - Driving to and from home-based appointments.
 - Responding to client referrals and/or emergencies in person if needed within specified time frames, such as within two hours; and being on-call as needed for client referrals and issues.
- Participate in weekly reflective supervision sessions with the Program Supervisor.
- Participates in gathering data and implementing Continuous Quality Improvement projects as defined by the program.
- Complete training necessary to perform position and necessary for professional growth, including, but not limited to, evidence-based home visitation model training and curriculum training.
- Represents Public Health Solutions District Health Department in a manner consistent with its core mission.
- Participates in Department sponsored planning including the development of strategies, project proposals goals and objectives.
- Establishes and maintains effective working relationships with co-workers including those representing other public health, social, and educational disciplines. This involves coordination of activities and programs, communication, and respect for other disciplines.
- Show flexibility with regard to work schedule (to be determined by Program Director or supervisor); some evening or weekend work will be required.
- Maintains confidentiality particularly as it relates to the HIPAA. Complies with licensure requirements and Department policies and procedures including smoke, drug-free and safety belt workplace policies
- Performs other related duties as assigned as necessary to accomplishing the Department mission.

Basic Skills and Abilities required:

- Ability to establish and maintain effective working relationships with coworkers, administrative support organization, elected and appointed officials, representatives of other governmental units, private industry and members of the general public.
- Readily assumes responsibility.
- Ability to communicate effectively and articulate both orally and in writing.
- Ability to think strategically.
- Ability to organize, analyze, and interpret technical information.
- Ability to organize tasks, establish priorities and meet established deadlines.

- Ability to exercise objective judgment.
- Ability to sit, walk, stand and drive; use hands, fingers to handle or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk, stoop, kneel, crouch or crawl. The employee must be able to lift and/or move 50 pounds. Specific vision abilities required include those of close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee must be able to demonstrate physical fitness activities.
- Ability to work in a smoke/tobacco-free and drug-free work environment.

This position qualifies for non-exempt status as defined in the Fair Labor Standards.

I have read the above job description and agree to carry out the responsibilities described therein.

Signed: _____ Date: _____

Director: _____ Date: _____