

POSITION TITLE: Lead Family Support Specialist

SALARY LEVEL: Determined by experience

FLSA STATUS: Non-Exempt

REPORTS TO: Program Director

HOURS: Part Time or Full Time. Availability for early morning, evening, grave and weekends required.

SUMMARY

Primary responsibility is to oversee the intake department processes and to ensure quality of services. This position will be primarily responsible for the ongoing development and training of Family Support Specialist. This position will monitor the IT system used in the intake department along with focusing on the case management needs of the Nursery's Resource and Assessment Center (RAC) program.

PRINCIPAL ACCOUNTABILITIES

1. Provide training to Family Support Specialists.
2. Facilitate the training of new Family Support Specialists.
3. Monitor the Intake & Case Management System used by the intake department and appropriately address any concerns.
4. Monitor for complete and accurate family files.
5. Facilitate the case management of the RAC program to ensure the Nursery is supporting the best outcomes for the child.
6. Monitor courtesy calls to ensure families are experiencing the utmost support from the Nursery.
7. Maintain an extensive working knowledge of the resources available in the community for the families the Nursery serves.
8. Maintain open and timely lines of communication with other Nursery departments, Lead House Parents, Family Support Specialists, Program Coordinators and Program Director.
9. Provide crisis counseling.
10. Use knowledge of child development and family systems in order to assess possible risk of neglect and abuse. Understand how to efficiently and effectively utilize Child Protective Services for the protection of children while maintaining a positive relationship with families.
11. Facilitate presentations about the Nursery and topics related to the work the Nursery does.
12. Attend relevant meetings at the Nursery and outside of the Nursery.
13. Perform role and responsibilities of Family Support Specialist when needed.
14. Perform other duties appropriate to supporting families and protecting children as assigned by supervisors.

PHYSICAL REQUIREMENTS:

These requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with disabilities to perform the essential functions.

- Regularly standing, lifting, walking, sitting, listening, talking, and using hands and fingers, while occasionally climbing or balancing, stooping, kneeling, crouching, crawling, and reaching with hands and arms.
- Ability to lift up to 30 pounds.

- Specific vision requirements include close vision and the ability to adjust focus.

WORKING CONDITIONS:

Work is generally performed in an office environment with a quiet to moderate noise level. When attending to needs in nursery noise level may be moderate to high. Work is performed in an environment where there is exposure to children ages birth to age 6 and clients of varying socio-economic and health conditions.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Experience supervising and training others.
- Must possess ability to work well individually and as a team member.
- Must work well under pressure and time constraints and have ability to meet multiple needs simultaneously.
- Must be compassionate, non-judgmental and have a real passion for helping families.
- Skilled in organizing, prioritizing and scheduling work assignments for self and co workers.

MINIMUM REQUIREMENTS

- Bachelor's degree in a social service or related field required.
- Minimum of 6 months supervising and case management experience
- Must possess a thorough understanding of Washington State's child welfare/protection system, and Spokane community resources.