

POSITION TITLE: Family Support Specialist

SALARY LEVEL: \$16.50

FLSA STATUS: Non-Exempt

REPORTS TO: Program Coordinators and Program Director

HOURS: Available hours vary due to the agency being open 24 hours/7 days a week. Staff do have a set schedule.

SUMMARY

Primary responsibility is to be the first point of contact for families needing Nursery services both on the phone and in person. Will be primarily responsible for assessing the level of need of each family and providing appropriate immediate services, including crisis counseling, and any case management or referral that is necessary to create and maintain a safe environment for children.

PRINCIPAL ACCOUNTABILITIES

1. As the first point of contact for families seeking Nursery services the Family Support Specialist will be responsible for scheduling and conducting all intakes and discharges.
2. Responsible for positive transitioning of children into the Nursery environment.
3. Present all appropriate community resources necessary for families to begin to create and maintain a safe, nurturing environment for their children.
4. Must be capable of providing crisis counseling.
5. Establish trusting, respectful relationships with all families seeking Nursery services.
6. Maintain complete and accurate family files.
7. Maintain open and timely lines of communication with Lead Houseparent, Family Support Specialists, Weekend Supervisor, Program Coordinator and Program Director.
8. 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.
9. Familiarity with community resources/ability to seek out resources to fit needs of clients.
10. Attend interagency staff meetings, family staffing and other relevant meetings.
11. When appropriate, attend other social service agencies.
12. 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:

- 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.
- Must be proficient with Microsoft office and possess the ability to learn internal client management system.

MINIMUM REQUIREMENTS

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