

POSITION TITLE: Family Support Specialist

SALARY LEVEL: Tier I

FLSA STATUS: Non-Exempt

REPORTS TO: Family Services Program Coordinator

HOURS: . Full-time/Part-time. All Shifts.

BENEFITS: Full-time: Wellness Leave, 7 Paid Holidays, Health, Dental & Vision, Sick Leave, 401(K) Savings Plan
Part-time: Sick leave, 401(K) Savings Plan

SUMMARY

Family Support Specialist provides direct care to parents and families and is the first point of contact both in person and via the phone. This position will also assess the level of need of each family and provides 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

All staff are responsible for imparting our core values of passion, excellence, humility and relational in all job duties to further our mission and vision. Specific responsibilities for this position are:

1. As the first point of contact for families seeking services, responsible for scheduling and conducting all intakes and discharges appointments with the families.
2. Establish trusting, respectful relationships with all families seeking services.
3. Ability to provide crisis counseling.
4. Present all appropriate community resources necessary for families to begin to create and maintain a safe, nurturing environment for their children.
5. Responsible for positive transitioning of children into our environment.
6. Maintain complete and accurate family documentation.
7. Maintain open and timely lines of communication with all staff.
8. Use knowledge of child development and family systems 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. Attend staff meetings, trainings, retreats and other relevant meetings.
10. May be cross-trained for other Program positions and in the Child Waiting Room.
11. Familiar with and adherence to all established policies and procedures.
12. Other duties 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.
- 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.
- Ability to hear, understand and distinguish speech and/or other sounds in person and on the telephone.

WORK ENVIRONMENT:

Work is generally performed in a child center environment where there is exposure to children ages birth to age 12 and clients of varying socio-economic and health conditions.

- Noise: moderate to quiet, occasionally moderate to high.
- Climate control: primarily in an office.
- Exposure: occasionally outside events or activities.
- Chemicals/Bloodborne Pathogens (BBP): high risk of exposure to mild bleach solutions and other cleaning/disinfectant chemicals, moderate risk of exposure to BBP.

TRAVEL:

Occasional local travel. No overnight travel is expected.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Must be compassionate, non-judgmental and have a passion for helping families.
- Skilled in organizing, prioritizing and scheduling work assignments for self and co-workers.
- Ability to work well individually and as a team member.
- Must work well under pressure, time constraints and have ability to meet multiple needs simultaneously.
- Skilled at maintaining strict confidentiality.
- Ability to work with higher needs children with sometimes challenging behaviors.
- Must possess a thorough understanding of Washington State's child welfare/protection system, and Spokane community resources.
- Proficient in Microsoft office.
- Ability to type accurately while speaking on the phone using a headset.
- Ability to learn new applications such as internal client management system, HRIS, etc.

MINIMUM REQUIREMENTS

- High school diploma or high school or equivalency course of study (GED/HSEC)
- Must be 21 years of age
- One year of experience working directly with children.
- May be 18 to 21 years of age, if one of the following is true:
 - Be professionally licensed by the Washington department of health
 - An associate of arts, the equivalent degree, or greater
 - Enrolled in an internship or practicum program with an accredited college or university.
- 1 to 3 years of experience working directly with parents and families preferred.
- Must possess an understanding of Washington State's child welfare/protection system, and Spokane community resources.
- CPR, Infant CPR are required. Ability to obtain/renew through Vanessa Behan classes.
- Food Handlers permit is required or ability to obtain after hire.
- Successful completion of Washington State and National background check prior to hire. Completed every 3 years.
- Successful completion of fingerprint check prior to hire. Completed every 3 years if employee lives out of state.
- Meet all current vaccination requirements.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____