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**Position Information: INTENSIVE FAMILY SUPPORT SPECIALIST**

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**Supervised by:** Mental Health/Child Welfare Coordinator

**Supervises:** Does not supervise others

**Salary:** Coordinator V

**Classification:** Non-Exempt

**Terms of Employment:** Regular-Full Time

**Job Goal:**

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To provide comprehensive support and case management to families that are family-centered and strength based and will focus on: establishing a trusting relationship; assisting in strengthening parent/child attachment and relationships; assisting parents in improving their parenting skills and providing a safe & nurturing home environment; improving the family support system; increasing the family's ability to problem solve; and assisting the parent in optimizing their child's development through play and parent/child interactions. Position helps high risk families thrive by providing tools and support and by meeting them 'where they are,' on their journey to success, in the home and community.

**Family Support & Connections Responsibilities:**

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- Receive referrals DHS, Child Welfare, and other community partners and follow up with face to face contact with clients
- Complete Family partnership assessment with each family, assist in developing family goals, provide community resources, and complete follow up home visits with families to ascertain progress towards meeting goals
- Act upon all referrals of potential clients living in Umatilla and Morrow Counties and assist with referrals on the west end of Umatilla county
- Quickly identify formal and informal support systems and contact potential resources that can meet each family's identified needs, and then guide and encourage families to take the necessary steps to access help. (Examples of formal supports may include referral to mental health counseling, parenting classes, etc., examples of informal supports may include a relative babysitter, a neighbor who can provide a ride, etc.)
- Provide a combination of in-home and community-based supports as well as a combination of individual and group supports
- Provide most services in the community, meeting families where they live; in domestic violence cases assure the meeting place does not endanger any family members; make multiple contacts with the family and support system members
- Help families create opportunities to experience positive and enjoyable interactions with each other and their peers; to begin or continue to develop a support network
- Ensure that each family's parenting needs are assessed and met through providing outcome based parenting groups, helping families enroll and attend existing community strengths based community parenting education classes or through individual instruction in the home through the use of outcome based curriculums
- Services and supports should be a shared partnership between the families and the staff
- Provide intensive services for up to six (6) months per family
- Provide 13 hours of direct contact hours during the contract year with each family—Direct Contact hours are defined as face-to-face or voice-to-voice contact with a family member (Voice-to-voice contact is only considered if the conversation is therapeutic in nature—Therapeutic is defined as conversation about the client's case)

- Maintain a system that ensures the Family Satisfaction Surveys (DHS 234) are completed by each family, collected, and sent to DHS Central office
- Attend monthly DHS/Child Welfare meetings to discuss clients' progress
- Work with the family to identify and bring together community partners
- Develop a coordinated proactive crisis/safety plan that addresses immediate and ongoing needs
- Elicit values and incorporate divergent perspectives in developing individualized Service Coordination Plans
- Foster and maintain ongoing relationships with and communication between community partners
- Ensure that the Service Coordination plan reflects decisions, agreements and outcomes of prior planning and revise the plan as needed
- Ensure that applicable documentation of service standards are met
- Collect data for required outcomes

### **DHS Home Visiting Responsibilities: (serving families with children Prenatal to teens):**

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- Receive all referrals from the local DHS Child Welfare Office Manager and follow up with face to face contact with clients.
- Complete Family partnership assessment with each family, assist in developing family goals, provide community resources, and complete weekly home visits with families.
- Act upon all referrals of potential clients living in Umatilla County.
- Quickly identify formal and informal support systems and contact potential resources that can meet each family's identified needs, and then guide and encourage families to take the necessary steps to access help. (Examples of formal supports may include referral to mental health counseling, parenting classes, etc., examples of informal supports may include a relative daycare provider, a neighbor who can provide a ride, etc).
- Provide a combination of in-home and community-based supports as well as a combination of individual and group supports.
- Provide the Nurturing Parenting program curriculum.
- Provide weekly individualized in-home parenting sessions within the client's home that focus on practical parenting issues and the issues of a child's need for consistency on a daily basis.
- Assess high-risk parenting beliefs and behaviors.
- Create competency-based parenting lessons and programs tailored to meet the family's parenting needs.
- Implement programs at the primary, secondary and tertiary levels of prevention as defined by the Nurturing Parent program.
- Monitor the progress and success of clients through on-going process evaluation strategies designed to measure the attainment of parent knowledge and skills.
- Provide the following skills-trainings to clients, in both one-on-one and group sessions:
  - Financial Literacy, a program presented in four sessions that utilizes the curriculum Four Cornerstones to Financial Literacy;
  - Cooking and Shopping Matters;
  - Health Literacy, the management of injury, illness, disease and other health issues written primarily for parents and caregivers of children from birth to 8 years of age.
- Dependent on family need and based on referral by DHS, provide to clients the Parenting Wisely curriculum materials. Provide client with course material and personal workbooks containing program content and exercises to promote skill building and practice. Conduct follow-up sessions and mentoring during the weekly client home visits.
- Participate in any DHS process as part of the completion of the COS referral.
- Consult with DHS staff as needed.
- Attend all scheduled case planning meetings, court hearing, family decision meetings, and other meetings and staffing as requested by DHS.
- Ensure that each family's parenting needs are assessed and met through providing outcome

based parenting groups, helping families enroll and attend existing community strengths based community parenting education classes or through individual instruction in the home through the use of outcome based curriculums.

### **General Staff Responsibilities:**

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#### **Employees of UMCHS aspire to the following:**

- *A commitment to the agency's mission, vision, and values;*
  - *A commitment to equipping children and all who care for them for lifelong success*
  - *A commitment to excellence in everything we do;*
  - *A commitment to positive performance and a welcoming culture;*
  - *A commitment to outcomes, measured results and quality improvement;*
  - *A commitment to innovation and to what is possible.*
- Program Participation and Team Member
- Be present at work in order to provide consistency of services
  - Arrive to work on time; punctually attend and actively participate in all required activities, meetings, and trainings.
  - Be a respectful, cooperative, and reliable team member and participant in program activities.
  - Project a professional work image, both in dress and manner.
  - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.
- Standards of Conduct
- Perform all work in compliance with UMCHS Standards of Conduct.
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- And or any other duties deemed necessary by your supervisor

### **Educational Requirements:**

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- AA/BA degree in Human Services/Early Childhood Education or related field (or be able to obtain DHS waiver for clearance)

### **Experience and Skills Requirements:**

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- Two years' experience working with children and families
- Demonstrate skill and proficiency in outreach and retention; ability to build quick rapport with parents
- Ability to relate tactfully, confidently, sensitively, and non-judgmentally with parents, staff, and community partners
- Strong verbal and written communication skills, to include computer skills and electronic communications
- Knowledgeable of resources in local community
- Demonstrates initiative and resourcefulness in work activities
- Current CPR and First Aid cards
- Adequate means of transportation
- Head Start experience (preferred)
- Community service experience (preferred)
- Multi-cultural experience (preferred)

### **Physical Requirements:**

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards
- Comprehend, analyze, and make inferences and references from written material
- Lift and move heavy and/or bulky objects up to 10 lbs.
- Sit for long periods of time with keyboard and do data entry at a computer.
- Occasionally required to stand, use hands to finger, handle, or feel and reach with hands and arms.
- Frequently required to drive, walk and climb stairs in the office and in a variety of community-based and home settings.
- Drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements. (A DMV Record check will be conducted prior to hire)
- Occasional filing is required. This would require the ability to lift files, open filing cabinets and bending as necessary;
- Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

#### **Work Environment/Conditions:**

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- The work environment includes indoor office environments or comparable spaces, families' homes and community spaces, with frequent exposure to outdoor weather when traveling to home visits and meetings. The noise level varies by sites, home visits, and meetings.
- Job tasks are performed in close physical proximity to other people

#### **Agency-Wide Requirements:**

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- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation prior to hire
- Desire to work with low-income children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

***Umatilla-Morrow Head Start, Inc. Is an Equal Opportunity Employer***