

**EAST RIVER FAMILY STRENGTHENING COLLABORATIVE  
JOB DESCRIPTION**

<b>Title</b>	Family Support Worker		
<b>Employment Status</b>	X	Full Time	Part Time
		Temporary/Seasonal	Volunteer/Internship
<b>FLSA Status</b>	Non-Exempt <span style="float: right;"><i>(Exempt or Non-Exempt)</i></span>		
<b>Department</b>	Programs		
<b>Reports To</b>	Family Services Supervisor		
<b>Primary Location</b>	ERFSC Office(s)		
<b>Original Date</b>	2013		
<b>Approved By</b>	Executive Director		
<b>Revision Date</b>			

**GENERAL SUMMARY OR OVERALL PURPOSE:**

Responsible for the facilitation of a client’s transition to independence through the use of strengths-based approach to social work practice; endorsement and application of community resources and the provision of information and referral for services. Advocates for clients in other areas such as education, child-care, housing, employment and court and public systems.

**PRINCIPAL ACCOUNTABILITIES:**

Routinely conduct home visits to observe, assess, document and monitor the conditions, level of functioning, well-being and/or risk of the children and family, and services needed. The home visit assessment includes caregiver interactions, disciplinary techniques, communication styles, child development, and level of nurturing, safety, health, budgeting, nutrition/food preparation and home maintenance, etc.

Engage families and other supports to assess family’s needs and implement interventions that are goal oriented and achievable. Builds on the strength of the family to assist them in meeting their needs and respond to crisis and stress appropriately. Coordinates and facilitates the provision of family support services to increase life skills. Report incidents of child abuse and neglect and assist the family in modifying behaviors and/or conditions that contribute to abuse and neglect as necessary.

Establishes and maintains healthy, professional relationships to assist families in becoming independent of the child welfare system. Develops strategies to build trust and rapport with families and uses it as a basis in creating a plan to achieve goals.

Collects relevant and accurate information required for reporting to assist in the case management function; Documents detailed client contact records to assist in the compilation of a family history and to document progress or lack thereof towards established goals. Completes all necessary documentation and enters required and relevant information into the Efforts to Outcome (ETO) system/database in a timely manner. Regularly assists in analyzing the collected information and actively participates in team meetings that focus on family assessment, family development planning and service agreement development.

Regularly maintains relationships with other community agencies, educational institutions, businesses and service providers to advocate for clients. Regularly integrates/links families to informal and formal resources within their community or neighborhood to create natural support systems. Regularly participate in internal and external meetings in spirit of mutual support of families and advocate for needed resources and services and to ensure families are provided with all possible resources available.

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Assist in the development of a plan for social services for Ward 7 residents. Attend community/neighborhood meetings and events to keep abreast of new and/or changing programs, projects and community resources. Regularly maintain relations with other community agencies, educational institutions, businesses and service providers to advocate for clients and needed resources. Serve as a representative of the collaborative at community-based events and/or meetings.

Provide support, direction and training to increase staff's clinical skills and judgment to ensure effective and timely intervention plans. Provide leadership and direction to staff on a theoretical framework in which service is delivered and program is implemented. Provides expertise in child welfare, the judicial process and clinical support to effectively mobilize staff to problem solve.

Maintains strict confidentiality in all matters, including but not limited to, clients, personnel, budgets, contracts, Board of Directors and all other non-public business information.

Other duties as assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each principal accountability satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Work Experience

A minimum of two-five years experience in a community based human services field or similar capacity is required.

B. Education

Bachelor's degree in Social Work or related field preferred; an equivalent combination of education and directly related experience may be considered.

Successful completion of Family Development Credential and Solution Focused training within six (6) months of hire is required.

C. Certifications/Licensure

Valid Driver's license

D. Specific Knowledge and Abilities

Knowledge of child welfare, family systems theory and behavioral interventions; Able to provide casework services and supervise casework services, to children and families. Requires leadership and supervision skills; Able to train and motivate others using collaborative skills. Must have knowledge of issues facing families of Ward 7. Ability to work with community residents and community based organizations; Knowledge of community engagement and outreach approaches; Ability to exercise good judgment in evaluating situations and making decisions; Able to define and evaluate problems and determine or suggest solutions; Able to establish facts and draw valid conclusions; Able to assess an environment by listening to what is said, what is not said. Knowledge of and the ability to follow confidentiality protocols; Ability to organize and prioritize multiple tasks.

E. Computer Skills

Must be proficient in basic MS Office programs including MSWord, Excel, Outlook and Explorer; Data entry in various database programs.

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F. Communication/Interpersonal skills

Good written and verbal communication skills are required; Able to train, supervise and motivate personnel using collaborative skills; Courteous and responsive to the public; Able to gather assessment information through conversation, listening and observation skills; Able to engage, build and maintain relationships with clients through strong interpersonal skills; Able to establish and maintain effective working relationships and work with others; Able to maintain professionalism at all times.

G. Work Traits

Organized, proactive, dependable, flexible, analytical; able to work independently and within a team effectively; Demonstrated cultural competence and responsiveness and a sincere interest in the mission and vision of the organization.

**SPECIAL CONSIDERATIONS**

A. Working Environment

Indoor office environment 30% of the time; in the Ward 7 community and other agencies and organizations 70% of the time.

B. Travel

Local travel; personal vehicle required.

C. Physical Requirements

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

While performing the duties of this job, the employee is frequently required to sit at a workstation and use a personal computer and telephone. The employee regularly meets with clients and/or partners within the community. The employee must regularly lift and/or move general office supplies, files or boxes weighing up to 10 pounds.

**EMPLOYEE RECEIPT SIGNATURE**

Please print your name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Note: A signed copy of this Job Description will be kept in your personnel file.