

POSITION DESCRIPTION

POSITION TITLE: Family Support Worker	DATE: June, 2017
REPORTS TO: Coordinator, Manager or Director	FLSA: Non-Exempt
DIVISION: Clinical Services	SALARY GRADE:

Position Purpose

The Family Support Worker provides family strengthening and support services and performs case management activities with identified families and their children in order to promote their safety, well-being and healthy interdependence within their community. This position utilizes a strengths-based perspective to conduct assessments, plan, deliver and coordinate services in the homes of families and in the community to meet identified needs. Additionally, this position facilitates family meetings and support groups as requested and develops and maintains linkages with community resources in order to promote each family’s capacity to grow and care for their children through helping networks within the community and city-wide. Edgewood/Brookland uses a strong 'Results First' focus to ensure all employees have clarity on the agency's desired results and what they are to achieve in their position. E/BFSC intentionally emphasizes individual and team results and outcomes, in addition to job duties and activities. All activities are conducted in accordance with the organization’s established policies and procedures, contract requirements, legal requirements, and best practice standards.

Specific Duties and Responsibilities

- Family Support/Case Management:** (i) Establish rapport, build, and maintain relationships with client family members; (ii) assess needs and risks utilizing a strengths perspective and create service plans in partnership with client family members and other involved parties; (iii) deliver, facilitate and/or coordinate services to meet identified needs, including food, clothing, housing, finances, education, employment, transportation, child care, respite, recreation, and legal assistance, among others; (iv) provide supportive services and skill-building in life skills, interpersonal communication, child development and behavior, crisis management, and self-advocacy, among others; (v) create formal and informal resource linkages for families to promote long-term safety, stability and well-being **(50%)**.
- Documentation and Reporting:** (i) Maintain accurate paper and electronic records of all contacts and activities; (ii) organize information in a clear and concise manner; (iii) complete appropriate assessments in accordance with established agency and city-wide practice standards; (iv) document all efforts in accordance with established agency and city-wide practice standards; (v) comply with case audit and reporting procedures; (vi) maintain compliance for reporting standards **(40%)**.
- Community Engagement:** (i) Assist in the development and dissemination of program and organizational materials that highlight the services and programs of E/BFSC; (ii) attend community/neighborhood meetings and events to keep abreast of programs, projects and community resources; (iii) promote public participation and involvement by residents and community stakeholders in E/BFSC; (iv) serve as a representative on behalf of E/BFSC at community-based events and meetings; (v) provide resource information for maintenance of a community resource database **(5%)**.

EDGEWOOD/BROOKLAND FAMILY SUPPORT COLLABORATIVE

4. **Training and Professional Development:** (i) Identify and attend trainings and professional development activities to increase knowledge and skills relevant to this position, including those provided by CFSA, HFTC, E/BFSC and other entities; (ii) apply and disseminate acquired knowledge and skill sets among colleagues and families; (iii) attend case reviews, staff meetings and supervision on a regular basis; (iv) participate in annual performance evaluation and goal-setting for professional development (5%).
5. Adheres to established E/BFSC policies, procedures and work habits as outlined in the Employee Manual, Evaluation Form and other written E/BFSC directives
6. Report any suspected child abuse or neglect as mandated by law.
7. Incumbent may be required to perform other duties and special assignments not specifically stated on this position description.

Qualifications Required

- Preference given to Washington DC residents; Additional preference given to Ward 5 or 6 residents
- Bachelor Degree and minimum of two (2) years of experience in a community-based setting; or High School diploma or GED and minimum of five (5) years of experience in a community-based setting

Skills and Competencies Required

- Effective verbal and written communication skills
- Effective interpersonal and teaming skills with families and colleagues
- Effective problem-solving skills
- Ability to follow confidentiality protocols
- Demonstrated computer proficiency
- Demonstrated cultural competence and responsiveness
- Demonstrated commitment to service and the well-being of families and communities
- Demonstrated skill working with families who are experiencing homelessness, stress overload, and other mental/behavioral health challenges

Other Requirements

- Valid driver's license, copy of driving record and proof of valid auto insurance
- FBI clearance and Child Abuse Registry clearance
- TB screening
- Drug and Alcohol Screening
- Availability during some evenings and weekends
- Bilingual Spanish, preferred

This position description is intended to be an accurate reflection of the current job; however, it is not necessarily an exhaustive list of duties, responsibilities, activities, qualifications, or skills associated with the job. Management reserves the right to revise this position description or to require that other or different tasks are performed as changing circumstances warrant.

EDGEWOOD/BROOKLAND FAMILY SUPPORT COLLABORATIVE

ADA Requirements

Knowledge	Occasionally	Frequently	Constantly
Reading, speaking, writing English			X
Communication skills			X
Computers		X	
Physical			
Walking			X
Bending		X	
Standing		X	
Sitting		X	
Driving		X	
Lifting up to 50 lbs. with or without assistance	X		
Stretching/reaching	X		
Distinguishing smell/temperature		X	
Hearing/seeing			X
Exposure to bloodborne pathogens and infectious disease	X		
Exposure to hazardous material	N/A		
Climbing		X	
Hand/finger dexterity		X	
Stooping (bending at waist)	X		
Sensory Activities			
Talking in person			X
Talking on the telephone			X
Hearing in person			X
Hearing on the telephone			X
Vision for close work		X	

I HAVE READ, UNDERSTAND AND ACCEPT THIS POSITION DESCRIPTION, a signed copy of which has been provided to me.

 Employee Signature/Date
 Director Signature/Date

Program

Human Resources Signature/Date