



Healthy Families Family Support Specialist

I. Position Summary

Following the Healthy Families home visiting program model, the Family Support Specialist is responsible for initiating and maintaining regular (weekly), long-term (up to 5 yrs.) contact and support with participant families. The FSS is responsible for building a trusting relationship and offering strength based services to all families assigned to the FSS's caseload. The FSS provides community outreach, engages in parenting education activities, assists the family in establishing and achieving goals, and advocates for the family as appropriate. These activities take place primarily within the family's home or in the community.

II. Job Relationships

- The Family Support Specialist reports directly to the Healthy Families Program Manager.
- The Family Support Specialist is a direct service staff position and is classified as non-exempt under the Fair Labor Standards Act.
- The Family Support Specialist is a member of the Healthy Families team and attendance at **ALL** team and staff meetings is mandatory.

III. Duties and Requirements

- Assist families in strengthening the parent-child relationship.
- Assist parents in improving their skills so as to optimize a positive home environment.
- Help improve the family's support system.
- Increase the family's ability to problem-solve and advocate for themselves and their children.
- Identify and refer families to additional community resources, including healthcare and other basic necessities.
- Work cooperatively with families to establish goals and develop a plan for accomplishing those goals.
- Conduct regular assessments of the growth and development of the children participating in the Healthy Families program.
- Track child immunizations for participant families.
- Suggest, lead, and model parent/child activities.
- Intervene with any appropriate developmental activities necessary to address developmental deficits.
- Conduct outreach activities.
- Community education as necessary.
- Maintain written documentation of all activities and contact with families, as well as referrals or contacts made on behalf of families.
- Means of transportation and ability to travel to homes of participant families primarily in DuPage County and surrounding areas.

IV. Physical Requirements

- Ability to drive a car (does not include transportation of clients).
- Ability to climb stairs and ambulate in and out of site locations in all weather.
- Ability to lift and hold children and infants 3 years of age and under.
- Ability to bend and reach.
- Ability to learn and communicate training and curriculum materials via written, verbal, and visual methods.

V. Selection Criteria

- BA/BS degree in areas of childcare, early childhood development, education, social work or related field required.
- Demonstrated verbal and written fluency in both English and Spanish strongly preferred.
- Non-judgmental, positive attitude.
- Positive experience with infants, young children and adolescents.
- Experience in providing support to families facing multiple challenges and knowledge of family/infant health issues.
- Strong written and verbal communication skills.
- Strong organizational and time management skills – demonstrated ability to meet deadlines, prioritize tasks, complete documentation and reporting requirements accurately and timely.
- Ability to work independently while being a team player.
- Ability to work flexible hours, some evenings and weekend hours as necessary.
- Must have dependable transportation, valid driver's license, and proof of auto insurance.
- Basic familiarity and experience working with Microsoft Windows and Office software.

5.18.21 SB/HM reviewed