

FOREST COUNTY DEPARTMENT OF SOCIAL SERVICES

Position Description

Position Title: Family Support Specialist

Reports to: Department of Social Service Agency Director

FLSA Status: Nonexempt

County Status: Regular Full Time Employee (40 Hour Work Week)

Pay Grade/Pay Structure: \$20.63-\$22.92

I. Position Summary:

This is an advanced-level, para-professional position within the Family Services Unit serving children, youth and families faced with child welfare or youth justice issues, with the goal of maintaining the child at the home of their parents/caregivers or supporting timely reunification. The position assists families to improve household management/ parenting/coping skills, monitors in-home safety plans and court orders and, provides linkage to concrete services and community resources. This position teams closely with Social Work staff, community professionals, schools, and foster parents. All duties are performed under the guidance and direction of the Social Services Director and Social Worker/Case Managers.

II. Primary Duties and Essential Responsibilities:

1. Under State of Wisconsin Chapters 48/938 criteria, provides in-home protective services and supervision of children on the Child Welfare and Juvenile Intake caseload. Testifies in court as needed and appropriate.
2. Provides services in an office setting, in a community setting, or in the home of a biological parent, guardian, or foster family.
3. Works with families to provide services necessary to prevent or reduce length of time in out-of-home placement such as delivering evidence-based parenting curriculum and assisting parents to better understand child and youth development, life skills, home management, budgeting and employment.
4. In consultation with social workers/case managers, provides case management services such as face-to-face contacts, home visits, transportation and case progress documentation
5. In consultation with social workers, provides safety services such as *Confirming Safe Environments*, supervised visits, drug-testing, safety plan monitoring, and assist with child removal.
6. Provides linkage to needed community services and concrete resources such as housing, employment, childcare, transportation, economic support services and acts as liaison between family and other community referrals such as schools, medical, mental health and AODA providers.
7. Maintains case records to include pertinent, current, accurate information and correspondence, reports and other required documents.
 - Accurately documents all client contacts timely in eWISACWIS State Child Welfare data base
 - Tracks program participants and outcomes in spreadsheet developed to closely monitor case participants, services provided, length of involvement and successful completion of program

8. Works with Juvenile Intake, Indian Child Welfare, law enforcement and other appropriate agencies to assure services are provided that are in the best interest of the child, the family and the community.
9. With the Director's approval, participates in meetings and on committees appropriate to Child Protective Services issues.
10. Consults with supervision on cases, including case status.
11. Attends required trainings.
12. Assists with emergency planning activities, such as registration, relocation and shelter for persons subject to disasters. Participates in on-call for emergencies as directed by the Director and/or Emergency Management Department.
13. All other duties as assigned

Essential Skills Required to Perform Position:

- Strong knowledge of parenting skills, child development with special understanding of family dynamics, children with special needs or behavioral problems, and foster and adjudicated youth.
- Strong skills in the following areas: organization, prioritization, data collection and report creation, oral and written communication, problem-solving, reasoning, stamina and rapid evaluation and assessment of situations involving safety, care and overall welfare of children.
- Ability to engage families and youth and develop knowledge in the areas of parenting, AODA and mental health issues, and community resources.
- Ability to work independently and cooperatively with others.
- Ability to work flexible hours, including occasional evening, weekend and overtime hours.
- Ability to leverage community resources to assist foster children with developmental objectives and life plans.
- Proficient user of MS Office and other database systems as required for the role.
- Ability to represent the agency to the public in a non-judgmental and positive manner.
- Ability to work with people from diverse backgrounds with understanding and respect.
- Ability to maintain agency and client confidentiality at all times.
- Ability to learn and apply state and federal program guidelines and enter data on state and agency computer systems.

III. Additional Responsibilities

- Provides on-call services in accordance with Chapter 48 and 938 to residents, as needed, on a rotating basis.

IV. Supervision

Receives direct supervision from the Agency Director who will spot check work for completeness, conformance with established policies and effective accomplishment.

V. Physical Demands and Work Environment

The physical requirements are those demands the employee is expected to encounter in the performance of the essential functions of the job. The work conditions are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly required to engage in conversation and is required to speak and listen. The employee is frequently required to sit and use hands to grasp and place objects. The employee is occasionally required to walk and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Ability to work under conditions that require exposure to environmental factors such as heat and cold, pollen and dust, disease, blood and bodily fluids, second hand tobacco smoke, odors, animal bites, and violence. This exposure may cause some discomfort and presents a risk of injury.

VI. Minimum Qualifications

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

Education: Associates Degree or higher level *preferred* in a Human Services related field.

Experience:

- Minimum of two years' experience working with children and families preferred
- Experience working with special needs preferred.

Skills, Knowledge and Abilities: Understanding of state laws pertaining to the operation of the Social Services Department. Possess the ability to make decisions in accordance with laws, regulations, policies and established procedures. Knowledge of office terminology and procedures. Working knowledge of personal computers and above average keyboarding skills. Excellent written and verbal communication skills.

Licenses and Certifications:

- Valid WI Driver's license and adequate auto insurance.
- Within six-month probationary period must successfully complete all assigned training programs.
- Within one year, must successfully complete Basic Juvenile Intake Training.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals:

Department Head: _____ Date: _____