

**Hendricks County**  
**Job Description**

**Title:** Family Support Specialist

**FLSA Status:** Non-Exempt

**Department:** Health/Healthy Families

**Pay Band:** PAT 5

**Supervisor:** Healthy Families Program Manager

**PURPOSE OF POSITION:**

The Family Support Specialist (FSS) is responsible for providing intense professional case management for families at risk for child abuse and neglect. The FSS will facilitate strengthening the parent-child relationship and support parents in improving their parenting skills to maintain a safe environment for their child.

**ESSENTIAL FUNCTIONS:**

- Demonstrates working knowledge, competency, proficiency, and understanding of overall program goals, objectives, policies, procedures, and critical elements required and set forth by Healthy Families Hendricks County, Healthy Families Indiana and Healthy Families America.
- Knowledgeable of and completely understands the dynamics of child abuse and neglect and the mandatory reporting system of the state of Indiana.
- Establishes a trusting relationship with at-risk families by initiating and maintaining client contact.
- Maintains client confidentiality.
- Establishes a case management plan with goals and objectives for each family.
- Serves as a client advocate.
- Demonstrates knowledge and proficiency in counseling, parent-child interactions, and child development.
- Assists families in scheduling and attending appointments for doctors and various social service agencies through advocacy.
- Provides client transportation in a county car on rare occasions and only when deemed necessary by management.
- Acts as liaison between families and the Hendricks County Department of Child Services, Hendricks County Women, Infants, and Children (WIC) program, Partners in Care, First Steps, and other community agencies.
- Completes and documents client/community referrals.
- Familiarizes self with community resources appropriate to the needs of clients.
- Meets with Program Supervisor weekly for a minimum of 1 hour if a part time employee or 2 hours if a full time employee for client case review and evaluation.
- Documents case management in a consistent and timely manner.
- Completes all required record keeping and maintains client records for quality assurance.

- Provides 24-hour availability to clients.
- Communicates with clients in a timely manner.
- Administers developmental screening for children two (2) months to three (3) years of age.
- Educates families on mandatory child safety topics.
- Administers Edinburg Postnatal Depression Scale with all families.
- Uses critical thinking skills to follow and execute high risk protocol for homicide/suicide.
- Attends required staff meetings, case conferences, in-services, and trainings.
- Participates in the evaluation of the Healthy Families Hendricks County program.

**NON-ESSENTIAL FUNCTIONS:**

- Performs other duties as assigned.

**EDUCATION AND QUALIFICATION REQUIREMENTS:**

- Bachelor's degree in social work or related field.
- Ability to be sensitive and compassionate to those of all cultures and backgrounds.
- Ability to communicate well, both verbally and in writing; ability to proficiently read, write and speak English.
- Ability to develop cooperative relationships in the community.
- Proficient computer skills.
- Ability to effectively and tactfully deal with other people.
- Must have and maintain a valid Indiana's Driver's License and a serviceable insured vehicle for full-time business use.
- Good organizational skills and ability to prioritize tasks.
- Experience working with children and families preferred.
- Working knowledge of typical/atypical child development, the parent-child relationship and attachment.
- Ability to demonstrate maturity and experience in successfully working with infants and young children.
- Experience working with mental illness and substance abuse preferred.
- Ability to function within home settings that may be chaotic or posed.
- Proficient knowledge of general office practices, such as filing, record keeping, phone etiquette, etc.
- Attention to detail.
- Comprehensive knowledge of current information regarding medical, social and legal issues.
- Flexibility in regards to job duties and assignments.
- Ability to multitask and handle crisis situations as they arise within the family unit.

**RESPONSIBILITY:**

Work is broad in scope. Professional independent judgment is required in applying generally accepted social work practices to individual situations or client conditions. Supervisor is available for consultation. Professional standards and practices are established but not always clearly applicable. Professional judgment is used in problem resolution. Errors in work can result in substantial cost and risk repercussions to the county and the general public if situations are mishandled.

**WORKING RELATIONSHIPS:**

Working relationships are with supervisor, department managers and associates, other county government departments, governmental agencies, community service agencies and the general public for the purpose of communicating factual or procedural information.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Most of the work is provided during in-home visits with at-risk families in all types of weather, with additional working time performed in a standard office environment. There is direct physical contact with clients and potential personal safety risks when entering homes of clients at risk for child abuse and neglect, along with exposure to potential health hazards, such as human bodily fluids, blood borne pathogens, communicable diseases, pests, and environmental hazards. On call 24 hours a day. This position works with at risk populations such as infants and acutely/chronically ill patients who may be more susceptible to vaccine preventable diseases; therefore this position will comply with the department's Personnel Immunizations Policy.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:**

The job description for the position of Family Support Specialist in the Healthy Families Department describes the duties and responsibilities in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name