

## **FAMILY SUPPORT WORKER**

**DISTINGUISHING FEATURES OF THE CLASS:** Responsible for the intervention in strengthening the parent child relationship, improving parenting skills to optimize the home environment, and to increase the family's ability to problem solve and assume the role of advocate for themselves and their children. Assist in building trusting relationships in the family unit. The incumbent will assist the family in establishing goals and a plan for accomplishment of those goals, as well as the assessment of the normal growth and development of the child. Responsible for initiating and maintaining regular contact/support with families. The duties of this position will occur primarily within the family's home. The work is performed under direct supervision of the Family Support Worker Supervisor. Supervision over the work of others is not a function of this position. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Initiates and maintains regular and long term contact/support with families;  
Interviews clients to discern needs;  
Makes referrals to appropriate agency;  
Assists families in working through crisis situations;  
Assists higher level administrative staff in carrying out the day to day operational details of the program;  
Makes recommendations or suggestions for improving services or modifying operations;  
Provides home visits to families;  
Provides family centered and strength based intervention for families;  
Establish trusting relationships with families;  
Assists in strengthening the parent-child relationships;  
Assists parents in improving their skills to optimize home environment;  
Improving the family support system and increase the family's ability to problem solve;  
May do intake and screening for applicants;  
May prepare periodic and special reports on program activities.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Working knowledge of the referral process and community resources; working knowledge of child development and family relationships; ability to interview clients with respect to sensitive information; ability to enter data on a computer; ability to work effectively with others; ability to develop working relationships and deal diplomatically with the public in a culturally diverse community; ability to prepare written reports; ability to express oneself clearly and concisely, both orally and in writing; ability to maintain confidentiality of records; ability to organize and maintain accurate records and files; ability to exercise discretion, sound judgement; and courtesy.

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### **MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in Human Services, Nursing, or a related field;  
**OR**
- (B) Licensed to practice as a Registered Professional Nurse; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in adult education, community development, community health services, counseling, social work, work placement programs, recreation programs, or programs working with families, children, or infants.

**NOTE:** Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

**NOTE:** Work hours will vary with job assignments to accommodate home visitations.

**SPECIAL REQUIREMENTS:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.