



Title Family Support Specialist	Department Family Support Services
Reports to Family Support Services Supervisor	FLSA Class Non-Exempt
Supervises others No	Location Tempe
<p><u>SHIFT:</u> Typical schedule: Schedule will be determined in conjunction with the Family Support Services Supervisor and will vary to meet the needs of the clients and families. Days of the week may vary; evening and weekend hours as necessary.</p>	
<p><u>POSITION SUMMARY:</u> The Family Support Specialist (FSS) will provide behavior management, parenting guidance and support services to children birth through 17 years old and their foster families or caregivers in-home and in the community under the direct supervision of the Program Supervisor.</p>	
<p><u>ESSENTIAL FUNCTIONS:</u></p> <ol style="list-style-type: none"> 1. Gathers information from the referral source about current status of the child and family, such as the child's behavioral health diagnosis, services currently in place, concerns, possible barriers to family receiving the provided services, and the family's goals. 2. Provides support activities such as assisting the family to adjust to the person's disability, developing skills to effectively interact and/or guide the person, understanding the causes and treatment of behavioral health issues, understanding and effectively utilizing the system, or planning long term care for the person and the family. 3. Works with families in an empathetic, professional and objective manner. 4. Maintains regular contact with families and system partners. 5. Implement components of the child's Individualized Service Plans with consideration for the family's unique needs, strengths and goals. 6. Implements behavior management interventions based on the specific needs of the child and family. 7. Encourages and models appropriate early childhood practices, parenting skills and behavior management/modification techniques. 8. Develops a culturally sensitive rapport and relationship with family, and uses that relationship as the basis for working together. 9. Encourages and works with the foster family in co-parenting and transitioning skills to include the potential permanent family for the child. 10. Demonstrates sensitivity to linguistic, cultural, social, economic, individual and role differences among persons and families served. 11. Focuses on the safety and well-being of the child(ren) in all work with each family. 12. Promotes positive parent-child interactions and relationships. 13. Ensures all verbal and written communication promotes respect for the family's values, ideas, suggestions, and priorities. 14. Attends and makes reports to the Child and Family Team (CFT) during CFT meetings. 15. Collaborates and meets with other service providers to coordinate services. 16. Maintains business travel expense records and submits documentation to the Program Supervisor on a monthly basis. 17. Commits to attending all program meetings and in-service trainings. 18. Attends and completes a minimum of 24 hours of job-related training. 19. Schedules and attends a minimum of 4 hours of supervision per month. 	

20. Ensures the safety, health and welfare of staff and clients at all times.
21. Acts as a positive role model and mentor for parents, children and families.
22. Completes required reports and documentation in a timely manner, provides management with required reports and advises of any problematic situations

MARGINAL FUNCTIONS:

1. Other duties as assigned, verbally or in written form.

MINIMUM QUALIFICATIONS:

1. Bachelors' Degree in Social Work, Human Services or related field and two years' experience with human services, child welfare services and/or families or meet the behavioral health requirements of a Behavioral Health Technician (BHT) with a minimum of five years' experience with human services, behavioral health and/or families.
2. Ability to obtain and maintain a valid unrestricted Level One Fingerprint Clearance Card.
3. As per the R9-20-204 of the Arizona Statue the minimum age requirement is 21.
4. Must meet the requirements to be a safe transporter and driver. Must possess a current Arizona State Driver's License and have an acceptable driving record for the past three (3) years. Must have personal vehicle liability insurance and vehicle registration as required.
5. Must be able to pass a DCS Clearance with no substantiated reports.
6. When required, the ability to pass a criminal background clearance check, drug screen, and if requested a physical exam.
7. Must be able to work a flexible schedule.
8. Must be able to maintain a high level of confidentiality.
9. Must obtain and maintain CPR and First Aid certification.
10. Experience working with families with multiple risk factors, safety issues, and desired behavioral changes.

KNOWLEDGE

1. Skills, knowledge and ability to instruct clients in the following topics: child development, home management, personal problem solving, accessing community services, and supports domestic violence issues, appropriate discipline and child care techniques and age appropriate parenting skills.
2. Knowledge of Arizona's foster care system and the challenges foster families face in caring for children in their care.
3. Knowledge of and experience with behavior management/modification techniques and interventions with young children; Children ages 0-17.

SKILLS

1. Ability to function independently and as a member of a team in a multi-task environment.
2. Must have excellent oral and written communication skills.
3. Must have excellent organization and time management skills.
4. Proficient in the use of computers and associated software.
5. Demonstrate good documentation skills that meet the requirements of behavioral health standards.

PERSONALITY/OTHER

1. Sensitivity to cultural diversity and differences.
2. Ability to build and maintain positive internal and external relationships.
3. Ability to provide exemplary customer service to all employees and outside constituents.
4. Must be flexible and able to handle multiple priorities, with the ability to adjust to high pressure and rapidly changing business conditions.

WORK CONDITIONS and PHYSICAL REQUIREMENTS:

This section identifies "Physical Requirements" of a particular job. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Individuals who pose a direct threat or significant risk to the health and safety of themselves or others in the workplace, because physical requirements cannot be eliminated or reduced by reasonable accommodation, will not be considered qualified for employment. Notify the Human Resources Department if you require any accommodation(s) to perform any of the essential functions of this position.

This position will require exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.