



Title Family Support Worker	Department Parenting Skills Program-Reunification
Reports to Reunification Program Supervisor	FLSA Class Exempt
Supervises others No	Location Tempe
<u>SHIFT:</u> Typical schedule: Schedule will be determined in conjunction with the Reunification Program 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.	
<u>POSITION SUMMARY:</u> The Family Support Worker is a staff member of the Parenting Skills Program and provides support, monitoring, transportation, education and evidence-based services and focused on children who are wards of the State who are transitioning from protective custody back to their respective families.	
<u>ESSENTIAL FUNCTIONS:</u> <ol style="list-style-type: none"> 1. Reviews referral information and communicates with referral source. Meets with Team Lead to implement Initial Interim Plan. 2. Meets with client to work on referral issues 1 time per week during the first 90 days, and 2 times per month days 91-120. 3. Maintains knowledge of community resources, child development, evidence-based parenting skills, domestic violence intervention issues and remedies. Assists in implementation of related skills in the family. 4. Reports any abuse or neglect in the family while the case is open and submits copies to the Department of Child Safety, Team Lead and Program Supervisor. 5. Ensures that the client comprehends, completes, and signs all necessary documentation and maintains them in the case file. 6. Provides individual and family services along with the documentation of these services. 7. Immediately informs the Program Supervisor via e-mail when a case is closed, a refusal is signed or a case fails to open. 8. Reviews and analyzes current program elements, provides suggestions to the Team Lead and Program Supervisor to ensure the highest standards are maintained to prevent illegal, unethical, or improper conduct and to ensure the program remains in compliance with agency licensing and Human Resource Training, Inc. and Parenting Skills Program policies and procedures. 9. Submits weekly contact notes and list of time units for each client to the Team Lead every Monday by 5pm. 10. Maintains records of mileage traveled in course of job performance and submits documentation to the Program Supervisor and Program Director on a monthly basis. 11. Attends and completes a minimum of twenty-four hours of job-related training. Submits documentation to Program Supervisor for inclusion into individual personnel file. 12. Schedules and attends a minimum of 4 hours of supervision per month. 13. Ensures the safety, health and welfare of staff and clients at all times. 14. Provides encouragement, guidance and resources to the staff and clients when needed. 15. Models and ensures all program norms are upheld without compromise. 16. Acts as a positive role model and mentor for children and families. 17. Treats others with respect, confronts negative behavior and supports confrontation. 18. Completes required reports and documentation in a timely manner, provides management with required reports and advises of any problematic situations. 	

19. Complies with the Human Resource Training, Inc and Parenting Skills Program Policies and Procedures as detailed in the appropriate manuals/handbooks. Provides input and submits proposals for the revision of existing and/or new policies and procedures.
20. Attends and participates in all required meetings. Meetings include site meetings, team meetings, multidisciplinary staffings, court and other meetings with case managers, therapeutic managers, education representatives, counselors, families, and others specified in the individual treatment plan.

MARGINAL FUNCTIONS:

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

MINIMUM QUALIFICATIONS:

1. Bachelors' Degree in Human Services or related field and two years' experience with human services, child welfare services 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.

KNOWLEDGE

1. Strong knowledge of overall company operations and policies and procedures.
2. 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.

SKILLS

1. Demonstrated ability to manage multiple projects.
2. Ability to function independently and as a member of a team in a multi-task environment.
3. Must have excellent oral and written communication skills.
4. Must have excellent organization and time management skills.
5. Proficient in the use of computers and associated software.

PERSONALITY/OTHER

1. Ability to build and maintain positive internal and external relationships.
2. Ability to provide exemplary customer service to all employees and outside constituents.
3. 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 Resource 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.

Physical Requirements	Conditions
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<input checked="" type="checkbox"/> Climbing <input checked="" type="checkbox"/> Kneeling <input checked="" type="checkbox"/> Standing <input checked="" type="checkbox"/> Pulling <input checked="" type="checkbox"/> Seeing <input checked="" type="checkbox"/> Tactile sense <input checked="" type="checkbox"/> Visual acuity (color, depth perception and field of vision) <input checked="" type="checkbox"/> Minimum of 1 hour of continuous driving per trip	<input checked="" type="checkbox"/> Balancing <input checked="" type="checkbox"/> Crouching <input checked="" type="checkbox"/> Walking <input checked="" type="checkbox"/> Lifting <input checked="" type="checkbox"/> Hearing <input checked="" type="checkbox"/> Repetitive motions	<input checked="" type="checkbox"/> Stooping <input checked="" type="checkbox"/> Reaching <input checked="" type="checkbox"/> Pushing <input checked="" type="checkbox"/> Grasping <input checked="" type="checkbox"/> Talking	Environment: <input checked="" type="checkbox"/> Noise <input checked="" type="checkbox"/> Extreme temperatures <input checked="" type="checkbox"/> Wet and/or humid <input checked="" type="checkbox"/> Dust <input checked="" type="checkbox"/> Limited/office environment Hazards: <input checked="" type="checkbox"/> Physical Activities <input checked="" type="checkbox"/> Volatile clientele <input checked="" type="checkbox"/> Potential exposure to contagious diseases due to frequent interaction with clientele
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IMPORTANT NOTICE:

This position is not limited to those duties in the job description. Duties and responsibilities can be changed, expanded, reduced, or deleted to meet the business needs of Human Resource Training, Inc. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

All employees of this Company are employees at will and, as such, are free to resign at any time without reason. The Company, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice. Nothing contained in this document or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time.

ACKNOWLEDGEMENT:

I have read and understand the contents of this Position Description. I also acknowledge that it is my responsibility to notify the Human Resources Department if I require an accommodation to perform any essential function(s) of this position.

I do* or do not require an accommodation to perform the essential functions of this position.
 * Employee Completes the Request for Accommodation Form.

Prepared by: Jennifer Kacprowicz, PHR, SHRM-CP
Title: Director of Human Resources

Approved by: Holli Gonzalez, LMFT
Title: PSP Program Director

<hr/> Employee Name (Please Print)	<hr/> Date	<hr/> Employee Signature
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