



**COMMUNITY
PARTNERSHIPS**

***Family Support Specialist
Welcome Baby Program
Position Description***

Community Partnerships is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Family Support Specialist reports to the Program Supervisor and works in collaboration with all program staff. The Family Support Specialist is responsible for providing education and support services to parents and their children in the Welcome Baby Program. Individual parent education takes place in their homes or in group settings.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

The Family Support Specialist must respect people of all socioeconomic and racial/cultural backgrounds and must be competent in performing all duties associated with this position. She or he must possess high levels of comfort, skill and respect in working with people of many different life experiences and beliefs. The Family Support Specialist is required to express themselves clearly, compellingly, and honestly in written and verbal communications. She or he must be physically and emotionally prepared to meet the needs of the agency during working hours.

Position Responsibilities:

Direct Service

1. Deliver service directed at building and establishing a trusting relationship with parents and children.
2. Provide weekly, face-to-face contact with families in the home setting or in parent groups.
3. Establish rapport with families and ensure their ongoing participation in the program.
4. Assist parents in developing positive parenting skills.
5. Assist families in creating goals and strategies for meeting them.
6. Assist parents in understanding the growth and development of their children.
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8. Assist families in creating goals and strategies for meeting them.
9. Assist parents in understanding the growth and development of their children.
10. Offer needs assessments, goal planning and developmental assessments.
11. Make referrals as appropriate.
12. Be flexible in the home setting, dealing with a variety of circumstances as they occur, and showing good judgment in seeking help when needed.

13. Maintain professional competence, knowledge, and skills necessary for the satisfactory performance of all assigned job responsibilities.

Administration

1. Comply with program policies, procedures, and regulations.
2. Ensure that required reports and other records are completed in a timely manner following established agency procedures.
3. Collect all necessary data for program evaluation purposes.

Program Development & Implementation

1. Work with other staff and community providers to ensure a coordinated team approach to service delivery.

Agency

1. Attend and actively participate in program meetings and agency meetings.
2. Follow Community Partnerships' confidentiality guidelines to ensure client privacy.
3. Follow Community Partnerships' policies and procedures as cited in the Employee Handbook.
4. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
5. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
6. Any and all additional tasks as assigned.

Required Qualifications:

- Ability to speak fluently in clients' common language, particularly Spanish (in addition to English)
- Bachelor's degree in child development, education or a related field with relevant experience working with children/parents/families and facilitating interactive groups
- Demonstrated written and verbal communication skills
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Daily access to a reliable vehicle, and have valid drivers' license and insurance
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook and Power Point; and willingness to learn new skills as needed or required
- Possession of strong time management skills and the ability to balance multiple tasks
- Demonstrated ability to make sound judgments, work independently and as a member of a team
- Must enjoy working with adults and young children
- Existing knowledge of community being served or willingness to learn

Preferred Qualifications:

- 1-2 years relevant work experience with families in a home setting

HIPAA Regulations:

As a required part of employment with Community Partnerships, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability:

The Family Support Specialist is accountable to Welcome Baby Program Supervisor.

Employment Status: Regular, full-time

FLSA Status: Non-exempt

Physical Demands:

Performing the duties of this position involves employees sitting, standing, stooping, bending, lifting, walking, climbing, and speaking. The functions of this position are varied in nature and require the ability to make clear and concise presentations, and to respond in an effective and appropriate manner during crisis.

The Family Support Specialist may be requested to lift children and/or materials of up to 35 lbs. unassisted, while also accessing a second-story location. This position requires dexterity with ability to push, pull, carry, balance and kneel to assist and perform activities with children. The employee must be able to supervise children through sight and sound. This position requires routine local driving. Specific vision abilities required include close and distance vision. The employee is required to communicate effectively via verbal, audible and written means.

Work Conditions/ Hours:

This position requires the employee to provide services in the homes of families within the community. The noise levels in the work environment may vary, as is expected when working with young children and families. Regular schedule is typically Monday – Friday, with some scheduling flexibility. The employee may be required to work on weekends, depending on clients’ needs and schedules. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Instructions:

Send completed application form, cover letter and resume to:

Attn: Human Resources
Community Partnerships, Inc.
1334 Dewey Court
Madison, WI 53703

Alternatively, fax to (608) 250-6637 or e-mail to hr@commpart.org

If you need technical assistance or an accommodation during the application/hiring process please email us at hr@commpart.org or call (608) 250-6334.

- Application Form available at www.community-partnerships.org. Application packet **must be complete** to be considered.
- Applications will be reviewed upon receipt. Please submit your application as soon as possible for early consideration. Position will remain open until filled.
- Criminal background check is required for employment.
- Valid Wisconsin Driver’s License, access to reliable transportation, and automobile insurance are required.

Community Partnerships is an Affirmative Action/Equal Opportunity employer. Community Partnerships offers equal employment opportunities to all employees and applicants for *employment, upgrading,*

demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. Community Partnerships retains the discretion to add duties or change the duties of this position at any time.