



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

The Bilingual Family Support Specialist (FSS) reports to the Program Supervisor and works in collaboration with all program staff. The FSS 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. The FSS is responsible for developing strong relationships with enrolled families to serve as a support and resource person and to provide an array of clinical and care coordination services in home- and community-based settings. The FSS is responsible for planning, developing, and implementing family support services that strengthen family relationships, enhance parent and child health and mental health, and broaden community supports for enrolled families. The FSS serves as a liaison between the family and the Welcome Baby & Beyond team and other community agencies and initially assumes a lead role in social service coordination until the family is able to successfully lead this charge.

### **Position Responsibilities:**

#### **Direct Service**

1. Maintain a participant roster of families and complete required paperwork and assessments. (Participant roster size to be determined based on other supervisory and reporting needs).
2. Plan and prepare Parents As Teachers visits for each family, which includes but is not limited to information on: Parent-Child Interaction, Child Development and Family Well-Being.
3. Administer assessments including but not limited to: Ages and Stages Questionnaires, Edinburgh Depression Screener, PHQ9, Home Safety Assessment, Life Skills Progression.
4. Partner with families to establish a realistic plan of action in response to assessed needs and stated goals; assist families in understanding the growth and development of their child(ren) and support caregivers in developing positive parenting skills.
5. Provide support and coordination of services that are trauma-informed, culturally relevant, and non-stigmatizing. Direct services to individuals, families, and groups, with the appropriate level of education, training and supervision may include: parenting support and education, crisis intervention, support and referrals related to mental health/trauma/AoDA, facilitation of groups, parent-child relational support, infant mental health services, family team meeting facilitation, among other services.
6. Assist individuals and families with identifying and establishing natural and professional supports in the community.
7. Advocate for families within the community to address barriers which may interfere with family growth and access to services.
8. Maintain contact with individuals and families to a degree sufficient to monitor and assist progress, typically at least one face to face contact per week or every other week.
9. Maintain a flexible schedule to accommodate program and consumer needs that may include evenings. This includes monthly Parent Groups.
10. Plan, prepare and facilitate monthly Parent Groups intended for all participating families.

### Administration

1. Collects all necessary data for program evaluation as assigned.
2. Completes all consumer-related and program-related paperwork according to established guidelines for quality and timeliness.
3. Follows guidelines for agency-specific paperwork, including staff-related items (e.g., time logs, EIO, expense reports, earned time requests, etc.) and client-related items (e.g., wraparound requests, card/petty cash logs, etc.)

### Program Development & Implementation

1. Consults regularly with supervisor and colleagues regarding participant's strengths, needs and progress.
2. Continually develops clinical skills through weekly clinical/reflective supervision, reflective groups, training, and independent study.
3. Attends and actively participates in program and agency meetings.
4. Contributes to growth, development, and enrichment of program and agency.
5. Plans, attends, and participates in in-service trainings, conferences and outside training programs as authorized and directed.
6. Assists in the development of program events which provide opportunities for parent and family connection and growth.
7. Attend community meetings as representatives of the program and agency, including but not limited to: JFF and Early Childhood Zone meetings.

### **Required Qualifications:**

- High school diploma or equivalency
- Bilingual in French, Arabic, Hmong, or another language as deemed necessary by program (in addition to English) as determined by ALTA test and within RISE'S acceptable range
- Minimum 2 years previous supervised work experience with young children and/or parents on issues related to parent education and support, linkage to community resources, care coordination and/or advocacy, health, and mental health
- Ability to drive self and participants via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills
- Experience working with others from diverse cultural backgrounds
- Commitment to strengths-based, recovery-focused programming
- Commitment to cultural humility
- Ability and willingness to meet with participants in their homes or other community locations
- Demonstrated flexibility, initiative, and creativity
- Proficient computer skills, specifically in current versions of Microsoft Office Suite; and willingness to learn new skills as needed or required
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team
- Ability to maintain a schedule that accommodates program and consumer needs, which may include some evenings

**HIPAA Regulations:**

As a required part of employment with RISE, 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.

**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 program participants' needs and schedules. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Application Instructions:**

Send completed resume to [hr@risewisconsin.org](mailto:hr@risewisconsin.org)

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources  
RISE  
2120 Fordem Ave  
Madison, WI 53704

If you need technical assistance or accommodation during the application/hiring process, please email us at [hr@risewisconsin.org](mailto:hr@risewisconsin.org) or call (608) 250-6334.

- Criminal background check is required for employment.

**RISE is an Affirmative Action/Equal Opportunity employer.** RISE 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. RISE retains the discretion to add duties or change the duties of this position at any time.*