



## *Lead Family Support Specialist Early Childhood Initiative Position Description*

RISE is an emerging leader in coordinated care, crisis respite, and mental health service delivery in Dane County and the Greater Madison area. We embrace a strength-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 Lead Family Support Specialist (Lead FSS) is responsible for providing reflective and administrative supervision to a small group of Family Support Specialists, as well as providing on-site support in the form of program outreach, management of referrals, orientation and training of new staff, crisis management, billing/reporting, and general office organization. The Lead FSS is a member of the agency's Extended Leadership Team and serves as an important link between direct care staff and members of Senior Leadership.

The Lead FSS is also responsible for supporting a small number of ECI families. This includes developing strong relationships with enrolled families, serving as a support and resource person, and providing an array of comprehensive services.

As with all positions at our agency, it is the duty of the individual to fully support the mission, vision, values, and diversity statement of the agency. The individual must work in a coordinated manner with other employees and community partners to provide culturally relevant, equitable, and inclusive care while demonstrating professional and personal confidence in the service delivery model taken by the agency.

### **Position Responsibilities:**

#### Supervisory/Management Responsibilities

1. Receive and review referrals of expectant parents and families with a child under the age of 2.
2. Provide regular individual reflective, administrative and group reflective supervision to supervisees and other program staff.
3. Maintain awareness of the total number of families enrolled and program openings.
4. Maintain waitlists and assign participant referrals to individual sites. Coordinate with other community service providers to ensure families are getting connected to the service(s) most appropriate to meet the families' needs.
5. Co-facilitate regular group meetings to ensure consistency in messaging and practice across ECI sites and to ensure quality provision of services.
6. Provide ongoing support, oversight and monitoring of required FSS paperwork/documentation, including conducting regular audits to ensure compliance with expectations.

7. Provide ongoing support, oversight, and monitoring of DC DHS-required reporting including 610 forms, MA billing and ECI database.
8. Lead the recruiting, hiring, and orienting of new FSS in the Program.
9. Identify and manage training needs of ECI staff.
10. Plan, develop, and facilitate trainings for program staff.
11. Employ staff recognition strategies to maintain staff morale and effectiveness.
12. Facilitate plans of improvement and disciplinary actions as needed.
13. Provide back-up crisis management for enrolled ECI participants as needed.
14. Determine techniques for planning and apportioning work among program peers and direct care staff.
15. Represent and advocate for participant and program needs at regular community/agency committee and partnership meetings.
16. Attend Early Childhood Zone meetings (NCEZ, Leopold, Sun Prairie/Marshall).

#### Direct Service

1. Develop comprehensive individualized assessments which may include written psychosocial assessments; and standardized developmental, and relational assessments with appropriate education, training, and supervision.
2. Partner with families to establish a plan of action in response to assessed needs and stated goals.
3. Provide supportive therapeutic intervention and care coordination services that are trauma-informed, culturally relevant, and non-stigmatizing.
4. Implement direct services to individuals, families, and groups, with the appropriate level of education, training and supervision may include parenting support and education, crisis intervention, counseling related to mental health/trauma/AoDA, facilitation of groups, parent-child relational support, infant mental health services, family team meeting facilitation, and intensive care coordination.
5. Assist individuals and families with identifying and establishing personal and professional support in the community.
6. Advocate for families within the community to address barriers which may interfere with family growth and access to services.
7. Maintain contact with individuals and families to monitor and assist progress, at least one face to face contact per week.
8. Maintain a flexible schedule to accommodate program and participant needs that may include evenings.

#### Administration

1. Complete monthly MA billing and 610 forms.
2. Manage sites budget in consultation with Early Childhood Director (ECD) and Accounting Manager.
3. Approve and track expenditures for assigned sites including self-sufficiency, training budget and program services; manage invoicing for site-related costs; complete required documentation for expenditures.

4. Order office supplies and oversee general office organization and technical support needs.
5. Complete and monitor agency-related administrative tasks, such as time sheets, staff expense reports, ET approvals, and scheduling.
6. Prepare data for reports required by contract or requested by county officials or by members of the RISE Leadership Team.

#### Program Development & Implementation

1. Coordinate community outreach to maintain program enrollment at or near capacity.
2. Plan regular community events for ECI families.
3. Develop and maintain collaborative relationships with community service providers and assist FSS in identifying and accessing community resources.
4. Analyze program trends and make recommendations for changes when necessary.
5. Work closely with ECD on ideas for program improvement and/or efficiencies.
6. Prepare community presentations as needed to educate professionals and the community about the vision, mission, and services of ECI and RISE.
7. Partner with other agencies within the Early Childhood Zones (NECZ, Leopold and Sun Prairie/Marshall).

#### Agency

1. Engage in ongoing examination of and engagement with one's own biases and continued working toward cultural humility.
2. Engage with others in a manner that embraces diverse life experiences and perspectives.
3. Attend and actively participate in program meetings and agency meetings.
4. Attend and engage in Extended Leadership meetings.
5. Follow RISE's confidentiality guidelines to ensure program participant privacy.
6. Follow RISE's policies and procedures as cited in the Employee Handbook.
7. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
8. 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.
9. Any and all additional tasks as assigned.

#### **Required Qualifications:**

- Bachelor's degree in social work, psychology, child development, or closely related field **or** minimum 7 years' experience working with individuals or families on issues related to early childhood development and education, mental health, community resources usage, care coordination and/or advocacy.
- Minimum 5 years' experience working with individuals or families on issues related to early childhood development and education, mental health, community resources usage, care coordination and/or advocacy.
- Leadership experience in the community and/or in a formal supervisory role.
- Experience providing home-based support for individuals or families.

- Demonstrated written and verbal communication skills.
- Experience working with others from diverse cultural backgrounds and a commitment to cultural humility.
- Commitment to strength-based, recovery-focused programming.
- Demonstrated ability to work as a member of a team.
- Demonstrated flexibility, initiative, and creativity.
- Ability to drive self and others via vehicle.
- Daily access to a reliable vehicle, with valid driver's license and insurance.
- 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.

**Preferred Qualifications:**

- Master's degree in social work, psychology, child development or closely related field
- Bilingual in Spanish, French, Arabic, Hmong, or another language as deemed necessary by program (in addition to English) as determined by ALTA test and within Agency's acceptable range.
- Clinical licensure in related field (Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Therapist).
- Infant, Early Childhood and Family Mental Health Certification.
- Knowledge of Dane County's community resources which benefit adults and families.

**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.

**Accountability:**

The Lead Family Support Specialist is accountable to the Early Childhood Director.

**Employment Status:** Regular, full-time.

**FLSA Status:** Non-exempt.

**Physical Demands:**

In the office, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 20 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. 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 employee is required to communicate effectively via verbal, audible and written means.

Performing the home visiting 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 Lead 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:**

Office: Heated and air-conditioned open office/office environment. The noise level is usually low to moderate. Significant travel by vehicle required. The employee may be requested to drive self and others via vehicle. Regular schedules are flexible, depending on program participants' needs. May be required to work some evenings, depending on program and participants' needs.

Offsite visits: This position also requires the employee to provide services in the homes of families within the community. As such, work conditions in program participant homes will vary. The noise levels in the work environment may vary, as is expected when working with young children and families. The FSS position is an in-person role with limited opportunity for remote work.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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.*

**I acknowledge that I have read, understood, and received a copy of the position description. I accept this position with RISE.**

Signatures:

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Employee signature and date

Printed Name

I have provided this position description to the employee and answered any related questions.

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Supervisor signature and date

Printed Name