



## Healthy Families Family Support Specialist

**Non-Exempt  
40 hours/week**

### **Overview of Responsibilities**

**1. The Family Support Specialist (FSS)** is responsible for initiating and maintaining regular and long-term (up to five years) contact/support with families. Brightpaths serves Clarke, Oconee, Oglethorpe, Madison, Jackson, Barrow, and Walton counties. The Family Support Specialist (FSS) is responsible for regular weekly, bi-monthly, monthly and quarterly home visits with families assigned to their caseload. Home visits occur primarily in the family's home and last about an hour. The FSS's role will be a supportive partner who facilitates a secure attachment and relationship between parent and child. FSS will use intervention strategies that are strength-based, family centered and designed to establish a trusting relationship between FSS and parent(s). FSS will also assist families in enlarging their support system; increasing their ability to problem-solve and establish and accomplish short-term goals. The FSS reports to the Clinical Supervisor. The interventions should be family-centered, strength-based, and directed at: establishing a trusting relationship; assisting in strengthening the parent-child relationship; assisting parents in improving their skills to optimize the home environment; improving the family support system; and increasing the family's ability to problem solve and assume the role of advocate for themselves and their children. The activities may also include identifying and referring for contact/appointments at other supportive agencies, including health care appointments. The FSS will also be responsible for assisting the family in establishing goals and a plan for accomplishment of those goals, as well as the assessment of the normal growth and development of the target child. The FSS will report to a Clinical Supervisor.

### **Specific Responsibilities**

#### **1. Direct Service:**

- Build trusting relationships with families to engage and retain families in the program.
- Visit with each family for an average of one hour for the required number of visits prescribed by HFA levels.
- Complete the FROG assessment to initiate services and develop a service plan unique to each family.
- Partner with families to develop a service plan and on-going family goals.



- Provide emotional support and use active listening skills during visits
- Prepare and facilitate home visits using components of the GGK/GGF/other curriculum.
- Support positive parent-child interaction and a secure attachment relationship between parent and child.
- Make referrals to community resources
- Model and teach families effective problem-solving skills
- Support families to engage in appropriate preventive medical care for themselves and their children.
- Keep regular visit schedule with families based on their level
- Complete evaluations/screenings timely
- Engage and retain families by building a trusting, non-judgmental relationship
- Maintain a professional, supportive relationship with families throughout the course of service
- Maintain confidentiality and respect for each parent and child as unique individuals.

## **2. Indirect Service:**

- Establish a service plan with goals, objectives, and activities with supervisor.
- Attend HFA Required training: Foundations, FROG, GGK, and wrap-around training.
- Participate in individual weekly reflective supervision ( minimum 1 ½ hour)
- Participate in monthly Reflective Consultation Groups
- Attend required and annual training
- Assist in planning and implementing group activities for families.
- Notify supervisor of any concerns regarding child abuse reports, families missing visits, potential problems, safety issues and any other questions regarding the program

## **3. Program Implementation:**

- Complete all necessary documentation within the time frame indicated in the program policy
- Engage new families quickly and retain families through developing a trusting relationship with each family.
- Complete visits with families or transfer family to another visitor before terminating employment.
- Keep scheduled visits with families and let them know if you will be late or need to reschedule.



- Commit to 40 hours per week, with the possibility of a non-traditional work hours. (i.e. visits that occur after 5 PM or weekend events)

#### **4. Other responsibilities:**

- Attend monthly staff meetings
- Assist in special projects, fundraisers and office duties as needed
- Other duties as assigned by supervisor.

#### **Selection Criteria**

- Experience in working with or providing services to children and their families
- Minimum of a high school diploma or equivalent, college coursework preferred
- An ability to establish trusting relationships
- Acceptance of individual differences
- Experience and willingness to work with the culturally diverse populations present among the site's target population
- Knowledge of infant and child development
- Open to reflective practice
- Have reliable transportation (*mileage rate and reimbursement*)
- Must be willing to work within the Brightpaths service area (Clarke, Oconee, Madison, Oglethorpe, Jackson, Barrow, and Walton).
- Ability to learn and practice basic supportive skills while maintaining personal and programmatic boundaries
- Demonstrates good writing and organizational skills.
- Proficient use of computer and other software programs.
- Organizational and time management skills.
- Bilingual in Spanish and English is preferred, but not required
- Infant mental health endorsement preferred

#### **Benefits and Salary:**

- Flexible office hours and work from home opportunities
- Health Insurance provided, with 75% of premium paid by employer
- Paid time off for sick and vacation, as well as Federal holidays, floating spiritual, cultural and birthday days off
- Mental health benefit includes therapy costs covered by employer
- Opportunity for performance-based bonuses annually
- Computer and other technology provided
- Reimbursable mileage
- Phone stipend



- Eligible for student loan forgiveness through the federal PSLF program
- Salary starting at \$32,000 annually, adjusted for education, experience, and bilingual skills.

Apply at [brightpathsathens.org/jobs](https://brightpathsathens.org/jobs)

For more information or questions, please contact [info@pcaathens.org](mailto:info@pcaathens.org)