



## **JOB DESCRIPTION – FAMILY SUPPORT SPECIALIST**

### **POSITION IDENTIFICATION:**

**Functional Title:** Family Support Specialist  
**Supervisor:** Support Services Supervisor, Program Manager  
**FLSA Status:** Non-Exempt  
**Grade(s):** 7, 8, 9 contingent on career ladder placement

### **POSTION SUMMARY:**

The Family Support Specialist (FSS) is responsible for working in a home-based intervention program with families of infants, toddlers, or children with developmental disabilities or delays. The primary role of the FSS is to develop strong relationships with families in order to provide service coordination, support, and training to assist families in meeting the needs of their children, and enhancing parents' role as the primary influence on their child's education and development. Duties include working with families in identifying and achieving goals; promoting positive parent-child relationships and interactions; and providing child development education.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Conduct comprehensive and periodic assessments of family and infant/child needs for the purpose of determining eligibility and/or developing an action plan to remove barriers to child's success.
2. Conduct Routine Based Interviews to obtain a rich description of the child and family functioning, and produce a list of functional, family chosen, family centered outcomes.
3. Partner with families to develop an individualized care plan that is based on information collected through the assessment and family interviews to address medical, social, educational, and other services needed to further family goals, plans, and success strategies.
4. Coordinate referrals to services and related agencies to meet the needs identified in the care plan. Assist with identifying and establishing natural and professional supports in the community.
5. Track and document time and services with accuracy to ensure services are provided according to contract provisions and to ensure appropriate reimbursement for services provided. This includes tracking case statistics (e.g. direct contacts, service coordination, family training/counseling, special instruction, transportation, etc.), and accounting for at least 75% of time.
6. Complete all consumer-related and program-related paperwork according to established timelines. Thoroughly explain policies and procedures as it relates to services, programs, and funding sources.
7. Establish regular contact with families primarily through home visits. Maintain contact with families to a degree sufficient to monitor and assist progress toward identified goals (at least one time per month).
8. Encourage, model, and coach appropriate early childhood practices, parenting skills and behavior management/modification techniques. Promote self-reflection by caregivers on actions to determine the effectiveness of actions or practices within daily routines.

9. Safeguard and maintain individual records to keep consumer files complete, confidential, and in order. This includes filing consumer documents in secure areas; adhering to the recommended organization of components of individual files; and obtaining and documenting Releases of Information agreements prior to sharing private consumer information with others.
10. Monitor progress on child outcomes related to positive social-emotional skills, ability to acquire and use knowledge and skills and using appropriate behaviors to meet needs.
11. Develop a personal knowledge of topics related to parent requests through use of literature, personal contacts, electronic resources, and professional development. Share information and resources regarding developmental milestones.
12. Provide relevant information and referral on Part B services and other transition-related topics in a timely manner.
13. Assist families in gathering documentation and information, and obtaining a developmental disability determination.
14. Develop and monitor cost plans following specific funding source guidelines/parameters to meet objectives or services for approved clients.
15. Work with families in an empathic, professional and objective manner.
16. Collaborate and meet with other service providers to coordinate services.
17. Maintain a flexible schedule to accommodate program and consumer needs that include evenings and weekends.
18. Participate in training opportunities to maintain individual and organizational competency in assigned areas of responsibility. This includes demonstrating competencies identified for certification as Family Support Specialist and required Policies and Procedures; consistently updating knowledge and skills relevant to position responsibilities; and attending in-services, conferences, workshops, and required agency meetings as appropriate.
19. Attend Staff and Office meetings, and coordinate services with other Family Outreach staff as necessary.

**ADDITIONAL DUTIES:**

1. Supervise Direct Service Providers (DSPs) by providing instructions, training them on programs they deliver, resolving problems, providing performance feedback, and documenting meetings and contacts with DSPs. (For Applicable Consumers).
2. Manage DSP time for consumers by developing schedules for coverage, reviewing time sheets for accuracy, and ensuring services fit within consumer budgets. (For Applicable Consumers).
3. Assist with public relations activities to foster cooperation and support of programs and to maintain outside agency contacts. Provide information about Family Outreach services at community events and meetings.
4. Participate in the on-call rotation involving taking the on-call phone for designated periods, immediately responding to calls and emergencies (either responding in person or arranging staff responses), and answering or coordinating answers to any questions or issues that may arise.
5. Other duties as assigned.

**KNOWLEDGE, SKILLS, & ABILITIES:**

- Knowledge of the principles and practices of social work, developmental disability intervention, special education, early intervention, etc.
- Knowledge of state and federal policies, legislation, rules and regulations as it relates to developmental disabilities.
- Ability to build relationships and collaborate with other community agencies.
- Ability to relate effectively with children, families, community members, and staff of diverse backgrounds.
- Operation of general office equipment.
- Communicate effectively verbally and in writing.
- Follow verbal and written instructions.
- Pay close attention to detail.
- Research and assess family needs.
- Complete work assignments without continual direction.

**MINIMUM QUALIFICATIONS:**

- Bachelor's Degree from an accredited College or University required.
- Ability to complete FSS certification process within policy and Developmental Disabilities Program timelines.
- Valid Montana driver's license or ability to obtain one within one month of hire.
- Access to a reliable vehicle.
- Successfully complete a background check.

**PREFERRED QUALIFICATIONS:**

- Bachelor's Degree from an accredited College or University in Sociology, Psychology, Social Work or another related field.
- 3 Years related work experience.
- Previous service coordination experience.
- Family Support Specialist Certification.

**INDEPENDENCE OF ACTION:**

This position exercises a high level of independent responsibility in performing job tasks, and is responsible for using initiative and judgment to determine how to proceed with assignments and to determine the methods best suited to each task. The position is supervised by the Support Services Supervisor or Program Manager, who provides direction on operational issues and are available to provide technical assistance with problems that involve other organizations. Work is performed according to Policies and Procedures established by the Family Outreach Board of Directors and the State of Montana.

**CONFIDENTIALITY:**

The position requires handling non-public confidential information. The person in the position acknowledges the confidential nature of non-public information regarding Family Outreach employees and clients. Consistent with applicable policy and guidelines, this position will respect and safeguard the privacy and confidential nature of information in accordance with Montana state law, without limiting the general nature of this commitment. The person in the position hereby acknowledges and understands that in this context, confidential information is considered all non-public information that can be personally associated with an individual and will not disseminate any such information.

**WORKING CONDITIONS:**

Work is performed in a normal office environment and in client homes. The position may involve overtime and weekend work during peak workloads.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Family Outreach, Inc. may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is on a regular basis required to walk, talk, bend, stoop, lift, carry, push, pull, climb or balance, sit or stand for extended periods, reach with hands and arms, use hands to manipulate or feel, and to hear sounds. The employee is occasionally required to work with persons who are experiencing a personal crisis, and work under sometimes stressful conditions. Essential functions involve physical demands associated with travel by auto; working on a computer; communicating over the phone and in person; ensuring consumer safety necessitating lifting in excess of 25 pounds, exerting a minimum of 50 pounds of force, and applying consumer holds when needed; and completion of service notes.

**JOB DESCRIPTION ACKNOWLEDGEMENT**

I HAVE REVIEWED THE POSITION PROFILE FOR A **FAMILY SUPPORT SPECIALIST (FSS)** AND I ACKNOWLEDGE THAT I KNOW AND UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS AN EMPLOYEE OF FAMILY OUTREACH INC.

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Signature

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Date

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Print Name, First & Last

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Title