

**DESCRIPTION:** Under general supervision, provides direct client services in a supportive capacity to a Child and Family Services Unit. Works with clients, case managers involved with child abuse and neglect cases and foster care families; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This classification is distinguished from the Child and Family Services Specialist class by the focus on providing direct services to children, youth and vulnerable adult clients. Positions allocated to the Child and Family Services Specialist class may perform such direct support services in addition to managing a case load involving abuse and neglect, foster care, protective services, status offenders, etc.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Confers with Child and Family Services Specialist staff in determining the needs of youth, families and/or vulnerable adults and participates as part of treatment team in working with families.

Assists case managers in the development of a case plan and family and community assessments.

Visits homes of youth, families and/or vulnerable adults to interview, monitor or make observations to ensure implementation of case plans.

Initiates contact with the public and provides information to community representatives and agencies.

Arranges supportive services for youth, families and/or vulnerable adults and seeks out and researches resources and makes referrals to community services.

Prepares narratives on all contacts with or on behalf of youth, families and/or vulnerable adults.

Completes forms and reports regarding scheduling, appointments or other documents involving service provision.

Facilitates adult and youth educational group sessions.

Assists families in learning basic household maintenance and upkeep. Assists in cleaning and introducing basic structured chore lists and assess the home environment.

Attends case conferences, exchanges information regarding the needs and progress of clients with team members and maintains documentation of all discussions.

Works closely with foster parents and birth parents to provide support.

Collects and disseminates information about community resources for use by Child and Family Services Specialist staff.

C72111 – FAMILY SUPPORT SPECIALIST (continued)

Establishes supportive relationships with children, parents and foster parents.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: child development; basic nutrition; sanitary housekeeping practices; household budgeting; parenting skills; social work and family systems; maltreatment and abuse issues and indicators.

Skill in: openly and honestly discussing concerns with others in a non-judgmental manner; organizing tasks and projects; teaching simple tasks; facilitating work groups; prioritizing work tasks.

Ability to: learn and apply agency policies and procedures; protect confidential information; learn and apply behavioral prevention and crisis intervention techniques; observe and assess behaviors and manage those behaviors; effectively intervene in crisis situations; work as a member of a team; communicate effectively with a variety of individuals to exchange information; maintain records and files; complete forms; interact with youth, families and/or vulnerable adults to establish a working relationship and respond to their needs; teach basic skills with simple instructions; evaluate and analyze problems and develop solutions; document interactions and events.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice, social/behavioral sciences or other closely related area; OR experience in child or youth care, teaching, foster care, delinquency prevention, juvenile court systems, community work related to children and youth, mental health systems, nursing or other areas involving contact or interaction with youth or families.

**SPECIAL NOTES:**

Positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation to perform work-related travel.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).