

Job Description

Title: Family Resource Specialist (FRS)
Reports to: Director, Assessment Center
Classification: Exempt, Salaried
Hours: Full-Time
PAY RANGE: \$38,000-45,000, depending on education and experience
Work Week: Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR PAYROLL)
Required to Transport Clients: May be needed
Required to Drive in the Course of Conducting Business: Yes
Meets Policy Requirements for Company Cell Phone/Phone Stipend: Yes

Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children and youth experiencing trauma. PP is committed to innovative approaches that will keep children and youth safe, families whole, and communities strong. We help children, youth, and families through a focus on residential adolescent and young adult care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive clinical, prevention, and navigation services for children and families involved or at risk of involvement with the child welfare system.

The Assessment Center at Pendleton Place is dynamically evolving into a community-based, inclusive, and affirming Family Resource Center (FRC). Research compiled by the National Family Support Network has found that FRCs reduce the rate of child abuse cases by 63%, reduce the rate of out of home placements for children by 50%, and lower rates of community-level child abuse investigations by 26%. FRCs enhance parenting skills; foster the healthy development and well-being of children, youth, and families; prevent child abuse and neglect; increase school readiness; connect families to resources; develop parent and community leadership; engage males and fathers; support healthy relationships; and promote family economic success. FRCs promote a change in social norms that holds all community members, policy makers, program providers, parents, and employers responsible for improving the lives of children and families in an effort to transform our society into caring communities that put children and families first.

Families have inherent strengths and abilities to give children safe and stable homes. The Pendleton Place FRC leverages the love families provide and elevates their ability to raise healthy, happy, thriving children by providing access to quality, low-barrier, family support services. The Pendleton Place FRC is dedicated to providing an array of family strengthening services that promote parent leadership, cultivate positive social connections, provide parent enrichment with a focus on protective factors, and offer access to economic supports to improve social determinants of health and family success. All services are provided using a family-centered, strengths-based, multi-generational approach to increase family stability, improve parental well-being and positive parenting skills, enhance child development, and reduce child abuse and neglect.

Position Summary

Under the general supervision of the Director of the Assessment Center, the Family Resource Specialist (FRS) will directly support youth, young adults, and their families to promote stability and access to resources as an integral part of the FRC's Runaway and Homeless Youth-Prevention Demonstration Program (RHY-PDP). The launch of the program's RHY-PDP is funded by a three-year grant from the Family and Youth Services Bureau (FYSB). The FRS will oversee the day-to-day operations of the Family Resource Center, including the use of spaces for community partners and the management of flexible cash assistance. Providing flexible cash assistance and other concrete supports helps to prevent episodes of homelessness, increase housing stability, and improve outcomes for eligible participants.

The FRS will also work collaboratively with other Pendleton Place programs and staff to ensure that the FRC's continuum of services creates the desired outcomes for participants. The FRS will also spend part of their time

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

**Family Support Specialist
Last Updated: October 2023**

-serving as a group leader in the Strengthening Families Program (SFP) for caregivers of children ages 6-11. SFP is a 14-week resiliency-based family skills training program where parents and children attend sessions and learn skills simultaneously. Sessions typically include a meal and childcare for children in the family that are not ages 6-11. Significant outcomes for SFP include improvements in positive parenting, parental supervision and involvement, child social skills, family cohesion, family organization and communication skills, and overall family strength and resilience.

While this position will typically work a predictable schedule, the FRS should remain flexible to work some evenings or weekend days to accommodate caregiver meetings.

Essential Functions of Position

Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

RHY-PDP Program Support

Flexible Cash Assistance Program: Resource Distributor

This position will be responsible for the management and distribution of flexible cash assistance and other basic needs (e.g. food, clothing, etc.) to eligible youth, young adults, and their families.

- Manage the Flexible Cash Assistance program including the processes for the request and distribution of funds
- Manage the distribution of concrete supports (bus passes, clothing, food etc.) and work closely with the Philanthropy Department to support the in-kind donation of critical needs
- Support program implementation with guidance from the program director and the RHY-PDP team
- Provide family-centered support for families at risk of homelessness
- Develop and cultivate relationships with community resources, including landlords and those providing housing supports
- Serve as point person for scheduling and coordination with community partners
- Ensure high quality, timely documentation of participant contact, meetings, and progress within HMIS, Extended Reach, and other appropriate databases
- Assist FRC team in quality improvement efforts; participate in data management meetings, review provided performance data, etc.
- Other duties as needed to ensure quality services and positive outcomes for participants

FRC Program Support

General Program Support

- Serve as the “face” of the FRC facility and takes point on all questions regarding youth-focused services
- Work closely with FRC case managers and other Pendleton Place RHY staff to ensure coordinated and effective efforts
- Collaborate with the FRC team to connect participants to case management, FRC programming, and other agency services as needed
- Support case managers during intake and program eligibility determinations
- Serve as point person for scheduling and coordination with community partners
- Ensure high quality, timely documentation of participant contact, meetings, and progress within HMIS, Extended Reach, and other appropriate databases
- Assist FRC team in quality improvement efforts; participate in data management meetings, review provided performance data, etc.
- Other duties as needed to ensure quality services and positive outcomes for participants

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

**Family Support Specialist
Last Updated: October 2023**

- Schedule and manage the use of FRC spaces including community provider areas and the Foster Care Clubhouse
- Ensure timely data collection and submission
- Participate in networking and professional development opportunities
- Support the compilation, maintenance, and reporting of monthly, quarterly, and annual program statistics for distribution to stakeholders and the public
- Assist the program director in the design and maintenance of the program to ensure implementation is in accordance with service model fidelity to prepare for and execute (if necessary) program evaluation and demonstrate the program's effectiveness
- Perform other duties as required

SFP Group Leader

Strengthening Families Program (SFP) group leaders are responsible for the co-facilitation of the skills training groups in the SFP program. The program goal is 10-12 participating families per SFP cycle and at least 2 cycles per year.

- Support the recruitment efforts of the program
- Provide feedback in program planning and development as requested
- Collaborate with group co-facilitator to plan sessions
- Prepare handouts and incentives for group participants
- Participate in family meals at the beginning of each session
- Attend all family skills training sessions and actively support, coach, and facilitate sessions while families practice skills
- Collaborate with SFP team to set up, clean up, and debrief family sessions
- Complete required weekly deliverables
- Collaborate with the SFP team to plan and coordinate booster sessions for families at 90 days and one year from graduation
- Attend SFP group leader training, advanced trainings, and other program meetings or events
- Participate in coaching with assigned Children's Trust SFP coordinator

NOTE: Job duties will require some travel within the upstate and could include occasional travel within the area and the state.

Qualifications

Minimum Qualifications

- Bachelor's degree from an accredited university or college in a human services, education, or related field
- 2+ years working in social or human services, child welfare, case management, education, or related field
- Knowledge of:
 - Child development, behavior management, family dynamics, child maltreatment, trauma, ACEs, and general understanding child welfare policy
 - Affordable housing, including housing subsidies, Fair Housing, tenant rights, and other South Carolina housing rules and regulations
- Robust network of contacts throughout Greenville County, particularly those relating to housing and employment
- Demonstrated commitment to a collaborative environment, consensus building, and team approach to management
- Ability to quickly and decisively adapt to changing situations and continue to progress toward goals and priorities

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

**Family Support Specialist
Last Updated: October 2023**

- Excellent communication (oral and written), organization, problem solving, time management, and follow-up skills
- Computer literacy including proficiency with current Microsoft Office Suite and related software
- Must be self-motivated, able to work independently, and demonstrate an ability to manage time and multiple tasks efficiently
- Ability to adapt quickly and decisively to changing situations and continue to progress toward goals and priorities
- Ability to be a positive role model to families
- Commitment to diversity and inclusion and ability to work with diverse clients
- Willingness/ability to treat all clients and staff with respect and dignity
- Will have or will obtain CPR/First Aid Certification
- Satisfactory physical examination, criminal history check, driving record, and background check including the Child Abuse and Neglect Central Registry, SLED, Sex Offenders Registry, and DMV
- Possess valid South Carolina driver's license
- Reliable transportation
- Auto insurance with appropriate liability limits to meet agency obligations

Desirable Qualifications

- Experience with and/or training in group facilitation and group dynamics, psycho-educational work, and motivational interviewing
- Experience with and/or comfort with public speaking and networking
- Bilingual (Spanish/English) candidates will receive preferential screening
- Candidates with lived experience with the child welfare system will receive preferential screening

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

Family Support Specialist
Last Updated: October 2023

12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

Do not sign below unless a job offer has been made to you using this job description; signature not required for those making an application.

I _____ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: _____

Date: _____

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

Family Support Specialist
Last Updated: October 2023