

Job Description

Title: Family Support Specialist (FSS)
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 Support Specialist (FSS) will support the coordination and provision of services, caregiver recruitment, and community outreach efforts for evidence-based parent enrichment services in the Greenville area including: the Positive Parenting Program ® (Triple P) for caregivers of adolescents ages 12-16 and the Strengthening Families Program (SFP) for caregivers of children ages 6-11. If the FSS is not already certified, training for both Teen Triple P and SFP will be provided.

The FSS will serve as the level 4 practitioner for Teen Triple P, which is a flexible parenting education model that provides parents with simple, practical strategies to build strong, healthy relationships; confidently manage children's behavior; and prevent problems from developing. Triple P draws on social learning, cognitive behavioral, and developmental theory, as well as research into risk factors associated with the development of social and behavioral problems in children.

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The FSS will also be the site coordinator for SFP, which 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 FSS should remain flexible to work some evenings or weekends to accommodate caregiver meetings and community outreach efforts.

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.

Teen Triple P: Practitioner

This position will be responsible for the coordination and implementation of level 4 services (broad focused parenting skills training).

- Design and plan program implementation with support from the program director
- Engage in ongoing recruitment and screening efforts with participants; program goal approximately 30 caregivers per year
- Prepare lesson plans
- Schedule caregiver sessions; complete initial interviews, assessments, and goal setting; and provide caregiver educational programming
- Administer participant feedback surveys
- Attend Triple P training, workshops, and learning collaboratives as needed and required for implementation and ongoing professional development
- Participate in coaching with assigned Children's Trust Triple P Community Capacity Coach

SFP: Site Coordinator

The site coordinator is responsible for SFP program coordination and implementation.

- Design and plan program implementation with support from the program director and SFP team
- Engage in ongoing recruitment and screening efforts with families; program goal is 10-12 families per cycle and at least 2 cycles per year
- Review program expectations, discuss barriers to attendance, confirm participation, and discuss dietary restrictions with families before they begin services
- Schedule family sessions; including coordination of facility access, 4 group facilitators, and menu planning
- Assign tasks to group leaders as needed (e.g. agendas, attendance, family calls)
- Procure materials for group leaders and families
- Track and distribute incentives for families (e.g. gas cards, bus vouchers, door prizes)
- Coordinate and procure, or prepare, meals for weekly family sessions
- Oversee family sessions and provide on-site support for group leaders and participants as needed
- Observe breakout sessions (adult and child) regularly to provide feedback
- Be accessible to families between weekly sessions
- Collaborate with SFP group leaders to plan, set up, clean up, and debrief family sessions
- Coordinate graduation attendees, speakers, and activities for families to occur at the conclusion of each cycle
- 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

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General Program

- Provide referrals for families for other services as needed
- Coordinate volunteers, if necessary, for activities such as childcare
- 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 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

NOTE: Job duties will require frequent 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 or related field
- 2+ years working in social or human services, child welfare, case management, or related field
- Knowledge of child development, child maltreatment, trauma, ACEs, and general understanding child welfare policy
- 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
- 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

- LMSW or master’s degree in education, psychology, or other social work/human services
- 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

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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 type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" 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				
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.

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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: _____

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