Title: Family Support Specialist (FSS) for Healthy Families America (HFA)
Non-Exempt
Department: AVPH HFA Home Visitation Program
Hours: Full-time, occasional evenings, and weekend work required
Reports To: HFA Supervisor
Effective Date: January 01, 2018
Revision Date: March 01, 2018

Job Summary:
The Healthy Families America (HFA) Family Support Specialist (FSS) is selected based on their personal characteristics, willingness, and desire to work in, and with, culturally diverse communities, while utilizing their knowledge, skills and experiences to provide a comprehensive home based service to voluntary participants, pregnant or parenting children ages 0-5.

The Family Support Specialist (FSS) is responsible for participant assessments/screenings, risk identification, participant and funder identified documentation, data base input, outreach and resourcing through home based supportive services. Additionally, the FSS provides strength based maternal child health and parenting educational instruction, on-going support and guidance. The FSS has the ability to initiate, engage, and maintain good rapport and a trusting relationship with participant families as they progress and transition through the continuum of services. The FSS is required to utilize a personal vehicle to conduct home visits, typically up to 25% of their work day.

The FSS incorporates and emphasizes the Protective Factors while partnering with families as they become more resilient, connected to their community, have developed an appropriate and wholesome understanding of prenatal, infant and early childhood development, healthy parenting practices, and have the ability to manage stressful events and mitigate or eliminate risks.

The Family Support Specialist collaborates with the HFA Supervisor(s) and/or the Program Manager, must be open and receptive to reflective practice, motivational interviewing, the reflective supervision experience, clinical group process, and a co-case management model of assigned participants, with their HFA Supervisor(s).

Education and Experience:
- AA degree or Bachelor degree preferred; minimum requirement is a High school diploma or equivalent with experience as described
- Bi-lingual English/Spanish preferred
- Be at least 18 years of age
- Maturity and experience in successfully working with children (0-5 years of age) and their families
- One year experience working in the field of maternal/child health and/or related program
- One year experience working with children 0-5 years
- Experience working with 0-5 culturally diverse communities and families, with the ability to be culturally sensitive, appropriate and accepting of an individual’s differences
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- One year home visitation experience preferred
- Experience performing interviews and assessments preferred

**Essential Duties and Responsibilities:**
The ideal candidate for this position will possess a combination of skills, experience, and passion in the following areas:

**Initiation of Services**
- Pull and review client documents/charts of referred, or pre-screened/identified potential participants who meet the target population requirements
- Contact participants to establish an interview/assessment/education session within 24-48 working hours of pre-screening or referral identification
- Schedule initial in-home visit for intake and assessment within 1 week of initial referral contact
- Meet with participants to review home based services to include review of required documents pertaining to informed consent, voluntary services, patient rights, the AVPH complaint/grievance process, and child abuse reporting mandates
- Complete a start to finish day - Notate/data base documentation/file all participant contacts the same day of contact

**Case Management/Education**
- Conduct assessments to identify risk, individual/family status, and to monitor progress as needed
- Partner with the HFA Supervisor to review the intake and assessment results, addressing concerns by developing a Home Visit Service Plan requiring Parent Survey issues be reviewed initially, and addressed over the course of services
- Perform infant-child development screenings at specified time point intervals, beginning with age 2 months, and as needed
- Perform age and developmentally appropriate parent-child activities
- Conduct maternal depression screenings/assessments, prenatally and postpartum during specified time points, and as needed
- Conduct routine maternal and programmatic assessments, monitor participant compliance with prenatal/OB visits, post-partum well-woman checks, newborn 6-week follow up visits with medical providers, and routine infant immunizations/well-child exams
- Use of Creative Outreach measures routinely to initiate and ensure participant engagement, involvement, and retention
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- Utilize cultural competencies; establish trusting relationships with families using nonjudgmental, nurturing interventions, which are family-focused and strength-based
- Foster strategies to achieve progressive maternal/fetal/child health practices including education, teacher-demonstrator, guidance, support, linkage/referral, advocacy, and skill building while utilizing the HFA chosen prenatal, post-natal, and early childhood development curricula(s)
- Assist, guide and support participants as they develop a Family Goal Plan with short and long term goals which emphasizes hope, identifies participant strengths, and will ultimately enhance family functioning
- Assist, guide and support participants to identify their parental and personal capacities, and build upon them to optimize the home environment, relationships, and life-skills
- Assist, guide and support participants to develop and strengthen coping and problem solving skills and abilities
- Assist, guide and support participants as they begin to apply new knowledge and skills gained through home based educational experiences

Referrals and Linkage
- Assist, guide and support participants as they identify, explore and utilize natural and community support systems
- Assist, guide and support participants to advocate for themselves, their children and community
- Make referrals to community agencies as needed for case management, collaborative services and mandates
- Comprehensively and accurately follow-up on referrals while additionally gathering data/outcomes as it becomes available, preferably within 5 working days from date of service
- Maintain daily work schedule, routines and organizational management duties, such as keeping Outlook calendar updated, reflective of a start to finish day, with home visit appointments, trainings, reflective supervisions’, meetings, etc.; completed the last workday of the week, prior to the following week; updated regularly as changes occur
- Attend and participate in agency, programmatic, and community based meetings; trainings, and outreach events as required, and as authorized
- Perform other duties as assigned by the HFA Supervisor, Program Manager or Director
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Knowledge, Skills and Abilities:

Knowledge
- Knowledge and experience of maternal/fetal/child health
- Knowledge and experience working with children 0-5 years
- Working knowledge of infant and early childhood development, bonding, attachment and enhancing parent-child relationships
- Knowledge of at-risk, high-risk families experiencing domestic violence, substance abuse, depression, disabilities, and child abuse
- Knowledgeable of community resources and how to access them

Skills
- Skill and ability to assess risk and respond accordingly using best practices within the law, adhering to the standards, policies and procedures set forth by AVPH, HFA and the AVPH HFA Home Visitation Program
- Strong Interview and assessment skills
- Strong interpersonal skills with ability to empathetically relate to families
- Strong grammatical and written skills
- Proficiency in data entry and computer skills with the desire and ability to learn new database systems and office applications as needed

Abilities
- Ability to establish and maintain personal/programmatic boundaries, while providing supportive services
- Believes in and is comfortable with advocating for nurturing, nonviolent discipline of children
- Ability to interview effectively to solicit thorough, pertinent and accurate information
- Ability to relate to patients/clients from a family focused and strength-based paradigm
- Ability to provide basic and supportive skills
- Ability to engage families and sustain patient/client participation in services
- Ability to refrain from providing clinical intervention
- Ability to communicate effectively.
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- Ability to multi-task, maintain and file records/reports/documents in an organized and timely manner

Administrative:
- Function as part of the interdisciplinary team.
- Attend meetings and trainings as required, locally as well as outside of the AV region when necessary
- Perform all duties in a professional, positive, respectful and caring manner

Non-Essential Duties:
- Operate fax, phones, photocopiers, computers and all other office related equipment to complete required duties
- Contribute to job-related skills and abilities through educational pursuits
- Perform other duties as assigned by the HFA Supervisor, HFA Program Manager and/ or Director

Required Licensure and/or Certifications:
- Current and maintained CA driver’s license
- Current/maintained auto insurance
- Reliable and available transportation for work-related purposes (up to 75% of daily activity)
- Current and maintained CPR
- Meet basic health requirements, background check, and physical job standards
- Bi-lingual, English/Spanish, preferred
- Certified Lactation Educator (CLE) preferred
- Infant mental health endorsement level I or II preferred

Physical Requirements and Working Conditions:
- Working with overburdened, often high risk families of low economic and varied cultural backgrounds, living in high risk areas
- Work in flexible settings between the office, clinics, community, and hospital
- Able to maintain HIPAA requirements with confidential information, safely and discreetly, as required, when working in various settings
- Work often performed under stressful and emotional conditions
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- Work may require sitting for occasional extended lengths of time
- Work may require periods of case management and documentation in the field

A detailed description of the physical requirements of this job is maintained in the Human Resources Department.