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**JOB DESCRIPTION**

POSITION TITLE: Family Support Facilitator

FLSA Designation: Non-Exempt

EEO Category: Professional

SOC: 21-1099

Last Reviewed/Updated: 05/5/23

**Job Summary:** This is a highly responsible position accountable for overseeing the authorization and utilization of services for clients seeking assistance through PSF’s resource centers. This position, within the Clinical and Community Services department, requires direct contact and consultation with clients and is intended to ensure maximum utilization of resources for these individuals. This position reports to the Resource Center Manager.

*The position may involve acquiring, accessing, using and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Core Principles:** To individualize services to meet the needs of children and families while respecting each individual and/or family’s diversity and inherent dignity.

**Competencies:** Commitment to using a strength-based, child-centered, family-focused practice with the ability to identify strengths and needs and engage the family in a strength-based assessment process. Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.  Ability to lead and model diversity. Respect for each person’s dignity, individuality, and right to self-determination.

**Core Function:** *To assess and meet individual and/or family needs through one-on-one consultation along with needed follow-up.*

* Conduct face-to-face consultation with clients, using a non-judgmental and encouraging environment, to appropriately link them to crisis intervention services, resource center activities and/or community services, as appropriate.
* Foster relationships between family members, partners, community members, and the education system.
* Understand and be able to identify the causes and effects of trauma and victimization including the impact of early and cumulative trauma and victimization along with techniques for management and recovery.
* Provide crisis intervention linkages and referrals through consultation to ensure family support and stabilization.
* Display an understanding of, and sensitivity to, the service population’s cultural and socioeconomic characteristics.

**Core Principles:** To make prevention of child abuse and neglect a community priority. To recognize that more can be done with communities and families as partners.

**Competencies:** Identify and understand what resources are available and build and maintain effective working relationships within a network of systems. Ability to network with, educate and involve community stakeholders.

**Core Function:** *To conduct community outreach, develop new partnerships and develop resource center programming based upon community needs.*

* Conduct community outreach by actively seeking out and engaging community agencies, businesses, and individuals that will contribute to meeting the needs of the local community and resource center clients.
* Participate in various meetings, staffing and community events and coordinate activities between various stakeholders within the System of Care.
* Organize and facilitate events, programs, groups, and workshops that are geared towards meeting the needs of the local community and resource center clients.

**Core Principle:** To provide a safe environment for all children.

**Competency:** Ability to be proactive, decisive and employ crisis intervention principles appropriately.

**Core Function:** *Handle daily interactions and crisis situations appropriately and in accordance with PSF policy.*

* Manage conflicts and deal appropriately in difficult situations with clients, service providers, community partners, supervisors, and/or peers.
* Conduct resource center duties in accordance PSF policies.
* Have working knowledge of policies and procedures as they pertain to resource centers, crisis intervention techniques and program development.

**Core Principle:** To commit to accountability using outcomes to measure performance and improve practice.

**Competency:** Commitment to ensuring accountability and a results-based orientation.

**Core Function:** *Authorize, document and monitor the utilization of services to ensure resources are maximized.*

* Assist clients, as needed, with documentation of demographic information and service needs, using the identified forms and document this information using the data management system and/or otherwise approved tracking system, within required timeframe.
* Participate in utilization reviews, tracking, and management of service provision and demographics information to help identify trends and potential service gaps, community needs.
* Complete resource center reporting, as needed and requested.

This list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications:**

REQUIRED:

* Bachelor’s degree in Counseling, Social Work or related field with 3 years’ experience in the areas of child welfare, social work, or relevant field. Any additional education over the required bachelors’ degree may be considered for up to 2 years of the required 3 years’ experience.
* Must have an understanding of child development and risk factors that may lead to child abuse and neglect.
* Must possess a valid driver’s license in state of residence.

PREFERRED:

* + Master’s degree in related field.
  + Case Management, Civic Engagement, Service Coordination experience.
  + Experience working with at risk families and children with significant mental health and behavioral needs and their families.

**Knowledge, Skills, and Abilities:**

* Ability to develop, coordinate and evaluate budget allocations to assure appropriate expenditure of resources.
* Knowledge of family dynamics and community based care.
* Skill in Team Facilitation.
* Demonstrated ability to partner with collaterals and service providers.
* Advanced computer/data entry skills.
* Knowledge of social service resources in Service Center area.
* Ability to make public presentations and represent the agency in various settings.
* Ability to develop long-range and short-range objectives including monitoring and corrective action plans.
* Knowledge of best practices in child welfare/social work.
* Knowledge of basic computer programs including email, word processing, and in-office information systems.
* Ability to be flexible and manage multiple projects at the same time.

**Physical Requirements:**

Sitting 40%

Standing 30%

Mobility (moving between internal offices) 10%

Kneeling/Bending/Stooping 10%

Reaching, overhead 10%

Speaking  Yes  No

Hearing  Yes  No

Reading Comprehension  Yes  No

Ability to Lift and carry up to 50 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**