



## Family Support Specialist (Community Health Worker)

**Job Title:** Family Support Specialist (Community Health Worker)

**Department:** Family Resource Center

**Reports To:** Program Director

**Employment Type:** Full-Time

**Location:** Hill Country Resource Center (HCRC) with service across Bandera, Gillespie, Kerr, Medina, Real, and Uvalde Counties

### Position Summary:

The **Family Support Specialist (Community Health Worker)** provides direct support, education, and resource navigation to new or expectant mothers and families during the critical prenatal/postpartum period to promote healthy pregnancy outcomes, positive parenting practices, and family well-being. This role focuses on home visits, case management, and community outreach to ensure that mothers, particularly those facing economic and social challenges, have access to comprehensive prenatal and postnatal care, mental health support, and early childhood development resources.

The Family Support Specialist will work collaboratively with healthcare providers, early childhood programs, lactation consultants, and mental health professionals to improve maternal and infant well-being through a holistic, family-centered approach.

### Key Responsibilities:

#### Direct Client Services & Case Management:

- Conducts home visits to provide pre- and post-natal education, emotional support, and parenting coaching.
- Develop individualized care plans, connecting families with healthcare, nutrition assistance, mental health services, and early childhood resources.
- Assist clients with enrollment in Medicaid, WIC, SNAP, TANF, and LIHEAP to promote economic stability.
- Provide hands-on parenting coaching, including safe sleep practices, infant feeding guidance, early childhood development, and maternal self-care.
- Conduct basic maternal health and depression screenings (such as Edinburgh Postnatal Depression Scale) and refer clients to mental health providers for postpartum depression, anxiety, or other behavioral health concerns.
- Support breastfeeding mothers by connecting them to lactation consultants, WIC breastfeeding peer counselors, and breastfeeding support groups.

- Educate families on newborn health, including recognizing signs of illness, immunization schedules, and access to well-baby checkups.

### **Education & Community Outreach:**

- Facilitate prenatal, postpartum, and parenting workshops at the Family Resource Center and community locations.
- Conduct outreach at hospitals, maternity clinics, and faith-based organizations to engage new mothers and promote available services.
- Distribute educational materials on prenatal and postpartum care, maternal mental health, father involvement, and child development.
- Promote fatherhood engagement by encouraging new fathers to participate in parenting workshops and peer support groups.
- Work with domestic violence and substance use programs to provide additional support for at-risk families.

### **Collaboration & Partnership Development:**

- Maintain strong relationships with local healthcare providers, pediatricians, OB/GYN offices, early childhood programs, and lactation consultants.
- Coordinate with mental health counselors and crisis intervention teams to support families experiencing postpartum depression, domestic violence, or substance use challenges.
- Serve as a liaison between families and service providers, ensuring a smooth referral process for additional postpartum care and child development services.
- Collaborate with hospital social workers and maternal health programs to identify and assist high-risk mothers.

### **Documentation & Compliance:**

- Maintain accurate client records and document all home visits, referrals, and case management activities in compliance with HHSC and grant reporting requirements.
- Administer Protective Factors Surveys (PFS) and client satisfaction assessments to track program impact.
- Ensure all services adhere to state and federal regulations, including HIPAA compliance and best practices for maternal and infant care.

### **Qualifications & Experience:**

- **Education:** High school diploma or equivalent required; Associate's or Bachelor's degree in Social Work, Public Health, Maternal Health, or a related field preferred.
- **Certification:** Must be a Certified Community Health Worker (CHW) or willing to obtain certification within six months of employment.
- **Experience:**
  - Minimum 2 years of experience working with prenatal or postpartum women, new mothers, and families in a home visiting or case management capacity.

- Strong knowledge of maternal and child health, postpartum recovery, infant care, breastfeeding support, and early childhood development.
- Experience conducting outreach, client advocacy, and family-centered service coordination.
- Familiarity with Medicaid, WIC, and other public assistance programs for low-income families.

## **Skills & Competencies:**

- Client-Centered Approach: Ability to engage, educate, and empower postpartum women and families through culturally responsive, trauma-informed care.
- Community Networking: Strong relationship-building skills to coordinate services across healthcare, social service, and nonprofit sectors.
- Communication & Advocacy: Excellent oral and written communication skills, with the ability to advocate for clients and present information in community settings.
- Data Entry & Reporting: Ability to maintain accurate case notes and service records in electronic case management systems.
- Proficient in Microsoft 365 including Outlook.

## **Work Environment & Schedule:**

- Full-time, salaried position with flexible scheduling to accommodate home visits and community outreach events.
- Travel required across Bandera, Kerr, Kendall, Medina, Real, and Uvalde counties for home visits and service coordination.
- Some evening and weekend availability required for community education sessions and support groups.

## **Compensation & Benefits:**

- Competitive salary based on experience.
- Paid time off (PTO), sick leave, and holidays.
- Professional development opportunities, including training in home visiting best practices and maternal mental health education.