



EAST RIVER FAMILY STRENGTHENING COLLABORATIVE JOB OPENING Family Support Worker

POSITION SUMMARY:

Under the direct supervision of the Program Director for the Marshall Heights Family Success Center, the **Family Support Worker(FSW)** is responsible for providing navigation services by connecting residents with District government agencies and other community-based organizations, including collaborative services when needed. The incumbent will assist clients by providing on-sight support and programming to all walk-in residents and conducting outreach activities to promote the activities of the Success Center.

The FSW will display a compassionate nature, be knowledgeable about underserved populations, and provide exceptional customer services to internal and external stakeholders.

PRINCIPAL ACCOUNTABILITIES:

- Engage families and other supports to assess family's needs and implement interventions that are goal oriented and achievable. Builds on the strength of the family to assist them in meeting their needs and respond to crisis and stress appropriately. Coordinates and facilitates the provision of family support services to increase life skills. Report incidents of child abuse and neglect and assist the family in modifying behaviors and/or conditions that contribute to abuse and neglect as necessary.
- Establishes and maintains healthy, professional relationships to assist families in becoming independent of the child welfare system. Develops strategies to build trust and rapport with families and uses it as a basis in creating a plan to achieve goals.
- Collects relevant and accurate information required for reporting to assist in the case management function; Documents detailed client contact records to assist in the compilation of a family history and to document progress or lack thereof towards established goals. Completes all necessary documentation and enters required and relevant information into the Efforts To Outcome (ETO) system/database in a timely manner. Regularly assists in analyzing the collected information and actively participates in team meetings that focus on family assessment, family development planning and service agreement development.
- Regularly maintains relationships with other community agencies, educational institutions, businesses and service providers to advocate for clients. Regularly integrates/links families to informal and formal resources within their community or neighborhood to create natural support systems. Regularly participate in internal and external meetings in spirit of mutual support of families and advocate for needed resources and services and to ensure families are provided with all possible resources available.
- Assist in the development of a plan for social services for Ward 7 residents. Attend community/neighborhood meetings and events to keep abreast of new and/or changing programs, projects and community resources. Regularly maintain relations with other community agencies, educational institutions, businesses and service providers to advocate for clients and needed resources. Serve as a representative of the collaborative at community-based events and/or meetings.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each principal accountability satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Work Experience

Two to five years of experience in a community based human services field or similar capacity is required.

B. Education

Bachelor's degree in social work or related field required; an equivalent combination of education and directly related experience may be considered.

C. Certifications/Licensure

Valid Driver's license

D. Specific Knowledge and Abilities

Must have knowledge of issues facing families of Ward 7. Ability to work with community residents and community-based organizations; Knowledge of community engagement and outreach approaches; Ability to exercise good judgment in evaluating situations and making decisions; Able to define and evaluate problems and determine or suggest solutions; Able to establish facts and draw valid conclusions; Able to assess an environment by listening to what is said, what is not said. Knowledge of and the ability to follow confidentiality protocols; Ability to organize and prioritize multiple tasks.

SPECIAL CONSIDERATIONS:

A. Working Environment

Indoor office environment 30% of the time; in the Ward 7 community and other agencies and organizations 70% of the time.

Salary: Family Support Worker Full time \$57,000