



**Human Resources – Job Description**

<b>Family Support Specialist</b>	
<b>Department: Early Head Start</b>	<b>Classification - Exempt</b>
<b>Reports to: Director</b>	<b>Salary: Based on experience</b>
<b>Revision Date: 1/29/2024</b>	<b>Approved by: VP of ECL</b>

**Job Summary:**

The Family Support Specialist (FSS) provides family support via home visits and monthly follow-up to families of infants and toddlers. The FSS develops with families a family partnership agreement and assists families in establishing goals. Also, maintains on-going contact with families and works with all content area services (health, nutrition, family services, mental health, special services, parent education, and resource/referral) to integrate services into the family setting.

**Duties/Responsibilities:**

**Family Support Specialist**

- Review each family goals and write individual plans designed to promote current learning and attend to nutritional, health, and social issues.
- Individualize one-on-one unique needs and strengths of all families on caseload based on the Family Partnership Agreement, Parent Survey, and Family Outcomes.
- Coordinate a parents' orientation based on data from Family Partnership Agreement, Parent Survey, and Family Outcomes.
- Follow up with immunizations, Well Baby Checks, and children needs.
- Follow up with children's attendance and work on attendance plans, as needed.
- Implement Parent, Family and Community Engagement Framework, Ready Rosie, and Parenting Curriculum Circle of Security.
- Coordinate and implement the Fatherhood Initiative.
- Coordinate family engagement events.
- Responsible for conducting regular case reviews of all Early Head Start files.
- Follow-up monthly with family goals and identified needs. Follow-ups can be completed by phone, face to face, or by email.
- Coordinate with parents to ensure that well-child exams, immunizations, health screenings, and nutrition assessment are complete and necessary follow-up occurs.
- Ensure proper record keeping of all documentation pertinent job duties; all documents must be updated in a timely manner based on timelines.
- Responsible for planning and facilitating parent leadership organization monthly meetings.
- Support Policy Council representatives and alternates attendance at the Policy Council meetings.
- Complete family partnership agreements, developmental screening, and all other required assessments with families in a timely manner.
- Conduct 2 home visits per year per family.



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- Recruit families that are eligible to participate and interested in the program.
- Complete application packets with families for Early Head Start and support families completing the CAPS scholarship application.
- Verify eligibility for Early Head Start and CAPS scholarships with families.
- Support families completing CAPS, Medicaid, and other service applications.
- Work with a multi-disciplinary team to provide developmentally appropriate Early Intervention services.
- Support the EHS team and families with referral processes for children and families.
- Participate in IEP and IFSP meetings, as required.
- Assist families with obtaining health services, nutrition, and other child/family data retrieval, as part of ongoing case management.
- Support families with transitions and maintain written/electronic records of transitions.
- Maintain accurate written and/or electronic records including health and nutrition information, assessment data, IFSP documentation, and other required forms.
- Ensure all required documentation is entered into ChildPlus and kept in the child's file.
- Meet regularly with the necessary staff to ensure quality services.
- Attend staff meetings, training, and professional development activities as appropriate.
- Ensure all assigned program reports are completed and submitted in a timely manner.
- Maintain a commitment to professionalism by staying informed on current research and best practice as it relates to infant and toddler care and education.
- Perform other duties as assigned by supervisor.

## **Qualifications**

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Must be pro-active to the needs of the program and accountable.
- Strong analytical and problem-solving skills.
- Strong leadership skills.
- Ability to maintain agency code of ethics and standards of conduct.
- Ability to prioritize tasks and delegate when appropriate.
- Ability to function well in a high-paced environment.
- Proficient with Microsoft Office Suite or related software.
- Possess a thorough understanding of the Early Head Start program model, regulations, and standards in early child development, and the critical contributing components of a high-quality learning environment for infants and toddlers.
- Proven strong public speaking skills.
- Presents a professional appearance.
- Demonstrated ability to work effectively with a diverse population.
- Proven ability to develop collaborative partnerships and work on a team.
- Flexibility to work irregular hours occasionally, if required.
- Ability to occasionally engage in moving or lifting tasks.
- Live within the proximity of the Metro Atlanta area.



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### Work Environment

- Must be comfortable working with diverse ethnic, racial, and religious backgrounds of the communities and must be able to effectively communicate with children and families of the community.
- Willingness and ability to travel (locally, statewide, and nationally) and work a flexible, independent, and self-directed schedule.
- Capable of visually observing and hearing children from all areas of the FCCLH and playground from a distance of at least 70 feet.
- Capable of interacting with children who are sitting on the floor.

### Required education and experience

- Bachelor's degree in Social Work, Human Services, Family Services, Family and Consumer Sciences, Counseling, Child and Family development, or a closely related field. At a minimum a credential or certification in Social Work, Human Services, Family Services, Counseling, or a closely related field.
- Minimum of two years of experience in a family support type of position.

### Preferred education and experience

- Bilingual in English and Spanish
- Master's in Social Work, Family Services, Human Services, Counseling or a closely related field preferred.

### Additional Eligibility Requirements

- Required to pass a criminal background check.
- Must possess a valid Georgia driver's license and reliable transportation.

### Other Duties

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

### Affirmative Action/EEO Statement

It is the Quality Care for Children policy that we provide equal employment opportunities to all employees and do not discriminate based on age, race, ethnicity, national origin, religion, gender, sexual orientation, disability, medical history, and other non-merit characteristics.

This position is subject to closing at any time once a satisfactory applicant pool has been identified.

**TO APPLY:** Please e-mail your resume and a 1-page cover letter to [hr@qccga.org](mailto:hr@qccga.org) (list **Senior Director of Human Resources and Operations** in the subject line of the e-mail). Please include your name when titling e-mail attachments.

Due to the volume of applications received, we cannot provide information on application status by phone or e-mail. Competitive applicants will be contacted for the next steps in the selection process. Applicants who are not selected will not be notified.