



Job Description

Job Title: Family Services Worker
Department: Family Education Services
Reports to: Family Education Program Manager
FLSA Status: Exempt - Full Time
Revision Date: 02/14/2017

GENERAL POSITION SUMMARY

Under the direct supervision of the Family Education Program Manager, the Family Services Worker is generally responsible for providing comprehensive parenting education and family support services to families involved with the Office of Children's Services (OCS) and RCPC's Family Reunification and/or Circles of Support Program services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities:

- Become familiar with and conduct the North Carolina Family Assessment Scale (NCFAS – G+R), Protective Factors Survey, and other parenting assessments for clients participating in Family Education Services
- Complete Individual Service Plans, Goals and Objectives, and Family Safety Plans for each family participating in services
- Coordinate with OCS, parent participants, foster parents, and other involved parties to provide Family Contact Time for families participating in the Family Reunification program
- Assist in providing/coordinating transportation for families and children to and from Family Contact Time and other necessary appointments
- Provide home and office based individual parenting education, skill building, and support activities, using the Strengthening Families Program and Circles of Security Parenting Program
- Coordinate services needed for individual and family health, safety, and well being
- Testify in court as requested
- Act as a mandated reporter of child abuse and neglect
- Maintain client confidentiality
- Maintain client records, including assessments, weekly progress reports, releases of information, and all records of contact with clients
- Collaborate with OCS and other pertinent parties regarding each client's status in services
- Collect and report required statistical information to meet reporting requirements
- Other duties as assigned

Additional Duties:

- Assist in development and implementation of overall program procedures
- Participate in weekly supervision with the program manager
- Participate in program and agency-wide staff meetings
- Will be required to provide reliable transportation to and from home visits and other meeting locations. Some long distance travel may be required for training purposes.



KNOWLEDGE, ABILITIES AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Knowledge of child abuse and neglect, family dynamics, and child protective services
- Ability to communicate directly and respectfully. Excellent oral and written communication skills
- Knowledge of Microsoft Office products and telephone protocol
- Ability to learn, understand and respect the roles of partner agencies, organizations, and individuals
- Basic reading, writing, and arithmetic skills required
- Avid Multitasking
- Detail oriented with a high level of accuracy; motivated and willing to take initiative
- Team oriented
- Maintain strict confidentiality
- Excellent Interpersonal Skills
- Dependable, consistent and accountable
- Skills in working with diverse populations
- Experience and/or desire to work in a non-profit environment and with families and children

MINIMUM EDUCATION/EXPERIENCE:

- Bachelor's Degree in behavioral sciences such as psychology, sociology, social work, human services, child development or child education OR equivalent and applicable work experience
- Proven knowledge of basic computer skills and office equipment
- Minimum of three years experience in human services or related field preferred
- Working knowledge of Parent-Child interaction, child development, and the dynamics of child abuse and neglect.

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time
- Frequent walking
- Frequent bending, stooping, reaching, pushing and pulling
- Occasionally will lift up to 20 pounds
- Normal vision range
- Frequent rapid mental/hand/eye coordination and manual dexterity