



## Job Description

**Job Title:** Family Services Worker - Family Support  
**Department:** Family Services  
**Reports to:** Family Services Program Manager  
**Status:** Exempt - Full-Time  
**Revision Date:** 10/03/2024  
**Starting Pay:** \$24.00

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### GENERAL POSITION SUMMARY

Under the direct supervision of the Family Services Program Manager, the Family Services Worker in the Family Support program is generally responsible for providing comprehensive caregiver assessments, assisting caregivers who walk in, facilitating and participating in outreach events, and providing research-based education and support to families.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### General Responsibilities:

- Facilitate outreach in education within the community to educate caregivers and other service providers about RCPC services;
- Obtain training and conduct parenting assessments utilizing the Colorado Family Support Assessment 2.0 and Protective Factors
- Complete Individual Service Plans, Goals and Objectives, and Family Safety Plans for each family participating in services;
- Provide office-based individual caregiver education, skill-building, and support activities using researched-based curriculum and approaches;
- Connect clients to outside referrals to meet their needs;
- Assist clients in obtaining tangible items to meet basic needs (i.e., infant care items, clothing, diapers, etc.)
- Act as a mandated reporter of child abuse and neglect;
- Maintain client records, including assessments, weekly progress reports, releases of information, and all records of contact with clients;
- Collaborate with the Office of Child Services 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 the development and implementation of overall program procedures;
- Participate in weekly supervision with the program manager;
- Participate in program and agency-wide staff meetings;
- Some long-distance travel will be required for training purposes.



### **KNOWLEDGE, ABILITIES, AND SKILLS:**

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

- 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 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 of experience in human services or related field;
- Working knowledge of Caregiver-Child interaction, child development, dynamics of child sexual abuse and neglect, and strengthening families.

### **PHYSICAL DEMANDS**

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

Prolonged sitting or standing for long periods;

- 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.