



Job Description

Job Title: Family Services Worker - Family Contact
Department: Family Education Services
Reports to: Family Education Program Manager
FLSA Status: Non- Exempt; Full Time
Revision Date: 01/22/2026
Wages: DOE; minimum qualifications starting at \$25/hour

GENERAL POSITION SUMMARY

Under the direct supervision of the Family Services Program Manager, the Family Services Worker is generally responsible for providing comprehensive parenting assessment, supervised visitation, and home and center-based parenting education and support to families involved with the Office of Children's Services (OCS).

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities:

- Become familiar with parenting assessments;
- 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;
- 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 evidence-based curriculum;
- 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 the 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 will 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 of experience in human services or related field;
- Working knowledge of Parent-Child interaction, child development, and the dynamics of child sexual 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.