

# Family Support Worker Job Description

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## **Duties and Responsibilities:**

- Assist to develop and maintain client program and records documentation according to contract and standards
- Provide education, appropriate modeling techniques and several other supportive services as outlined in service plan
- Assist Case Manager, Social Worker or Counselor in family assessment and in providing case management services
- Arrange for transportation of clients to counseling, medical appointments, shopping, etc.
- Monitor quality of care by working in accordance with contract requirements for contacting clients by letter, by phone, and/or by conducting residential/home visits
- Co-facilitate or facilitate educational classes such as behavior management, independent living skills, parenting skills, household management, anger management and pregnancy/pre-natal care etc.
- Co-lead and/or lead parent/child play groups
- Supervise children when parents are not around
- Attend weekly client staff meetings
- Provide on call support as scheduled or required
- Participate in the community quality improvement process.

## **Family Support Worker Requirements – Skills, Knowledge, and Abilities**

- High School Diploma
- Must be able to accurately report the functioning of families and individuals
- Effective parenting skills
- Excellent listening skills
- Must be able to make home visits as required

- Must be able to work flexible hours
- Must be able to handle life threatening situations and emergencies effectively
- Must be able to act decisively when necessary for client protection
- Must be able to perform all job-related essential functions.