



MAUI FAMILY SUPPORT SERVICES
JOB DESCRIPTION

**Family Support Worker
Ka Puuwai O Na Keiki**

Job Title: Family Support Worker
Department: Ka Puuwai O Na Keiki
Reports to: Clinical Supervisor
FLSA Status: Non-Exempt

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Summary:

Under the direction of the Clinical Supervisor, the Family Support Worker (FSW) is responsible for providing home visiting services that assist in optimizing the home environment for the physical and mental well being of children 0-3 who have experienced or are at risk for child abuse/neglect, and their families. FSW will assist in strengthening the parent-child relationship through improving parenting skills and supporting parents in strengthening family functioning. Work is done with individual participant and groups.

Essential Duties and Responsibilities:

1. Establishes contact with families to schedule a visit within 48 hours of assignment.
2. Schedules a face to face initial meeting with the biological parents, social worker, and team to be held within five (5) business day of referral to the program to establish strengths and needs of the family to be addressed through Ka Puuwai O Na Keiki services to the family.
3. Establishes a trusting relationship with target families by initiating and maintaining regular contact and home visiting schedule based on the complexity of target family's strengths and needs.
4. Provides services to meet the needs of culturally diverse families.
5. Provides a need assessment of all Child Welfare Services (CWS), CWS' contracted Voluntary Case Management (VCM), and Family Strengthening Services (FSS) programs of those families referred to the program.
6. Responsible for the day-to-day implementation of the service plan and is skilled in:
 - a. Establishing relationships with individuals and families that maintain and promote their self respect and encourage their independence; and
 - b. Assessing the progress of individuals and families regarding the service plan.
7. Has working knowledge of parent-child interaction, child development curricula, and dynamics of child abuse and neglect and is able to apply this information when working with participants.
8. Establishes an individual Family Support Plan (FSP) with goals, objectives, and strategies in collaboration with the participant and with Supervisor. Demonstrates observational skills, and uses observations of family dynamics to assist in developing strategies to promote overall positive individual and family functioning; collaborates with CWS, CWS' contracted VCM and FSS programs to ensure appropriate services, and assists participants in identifying the roles and responsibilities of all service providers.
9. Assists parents in making and attending appointments for medical, dental, mental health, and social service needs. Acts as a liaison between families and other community agencies.

MAUI FAMILY SUPPORT SERVICES
JOB DESCRIPTION

Family Support Worker
Ka Puuwai O Na Keiki

10. Maintains confidentiality of family records and all related information.
11. Knows community resources and uses these appropriately to meet the needs of participants.
12. Records pertinent information related to participant observation and activities and worker interventions in a complete and concise manner on the Home Visiting form and input all communication and activities into the MFSS database.
13. Meets with the Clinical Supervisor on a weekly basis for supervision for a minimum of 90 minutes to include case management and reflective supervision components as prescribed by the Council on Accreditation. Supervision documentation must include: 1) family status including target child; 2) current concerns and a plan to address the concern including appropriate resources and referrals, and progress towards meeting FSP goals; and 3) strategies for continued engagement/retention of the family.
14. Maintains ongoing communication with the Registered Nurse (RN) and Clinical Specialist (CSp) and the family's professional team members with current information of the family's needs/concerns.
15. Maintains an appropriate caseload size, averaging from 15 to 18 families, when serving families with weekly home visits. This size is adjusted according to:
 - a. each family's particular range of identified needs;
 - b. the provider's skill and experience; and
 - c. complexity of the family's needs and strengths.
16. FSW must maintain a flexible schedule of work hours, as necessary, in order to provide needed and timely services during evenings, weekends, and holidays.
17. Demonstrates an ability to work collaboratively with other personnel and/or service providers as part of a team, and maturity in interpersonal staff relationships.
18. Demonstrates:
 - a. A commitment to empowering others to solve their own problems.
 - b. The ability to establish a respectful relationship with persons served to help them gain skills and confidence.
 - c. The ability to maintain a helping role and to intervene appropriately to meet service goals and to set appropriate limits.
19. Demonstrates organizational skills in independently managing workload and related responsibilities, including planning and evaluating with parents the activities for family group activities.
20. Recognizes the need for professional intervention and makes appropriate and effective referrals, utilizing services from RN and CSp.
21. Works in collaboration with CWS, VCM, and FSS in receiving referrals and case consultation to ensure coordinated service delivery to strengthen targeted families.
22. Works effectively with employees from other agencies and members of community service providers.
23. Participates and attends team meetings, MFSS meetings, events, in-service trainings and other meetings as required.
24. All MFSS Staff: Agrees to maintain strict confidentiality in their work with participant families and other agencies.

MAUI FAMILY SUPPORT SERVICES
JOB DESCRIPTION

Family Support Worker
Ka Puuwai O Na Keiki

25. All MFSS Staff: As a mandated Reporter, reports all concerns of suspected CAN to Supervisor and CPS Intake Services.
26. All MFSS Staff: Provides Brief Intervention to all Participants identifying as smokers to increase the health and wellness of the child and family to and to support tobacco cessation (refer to Tobacco Cessation Resources).
27. Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other qualifications listed below are needed to adequately fulfill essential job duties. Reasonable accommodations may be made to enable differently-abled individuals to perform the essential functions.

- Current and valid driver's license.
- Current and clean driver's abstract.
- Access to vehicle for daily use, with current registration and automobile insurance.
- Current TB clearance.
- Able to relate with sensitivity and respect to a diverse group of people.
- Comfortable with statistical information.
- Proficient use of computer and software applications.
- Able to use all office equipment (copier, computers, phone, etc.).
- Good written and verbal communication skills.
- Must be responsible, flexible, organized and able to prioritize different tasks, and multi-task.

Education and/or Experience:

High school diploma or equivalent AA or BA in early childhood education, human services or counseling preferred. At least 2 years of experience working with families in the prevention or intervention of child maltreatment, abuse, and neglect preferred.

Language Skills:

Demonstrates an ability to effectively present and respond to questions from participants, general public, and staff.

Reasoning Ability:

Demonstrates an ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

The physical demands 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.

MAUI FAMILY SUPPORT SERVICES
JOB DESCRIPTION

Family Support Worker
Ka Puuwai O Na Keiki

While performing the duties of this job, the employee is regularly required to sit, talk, and listen. Mostly sedentary work, occasional reaching, stooping, bending, kneeling, crouching. The employee should have manual dexterity to be able to file, type, and accomplish general office tasks specific to job duties of this position. The employee may occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Little exposure to temperature, noise or environmental extremes. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Standards

Customary Compliance

1. Adheres to administrative and program rules, policies, procedures, and objectives.
2. Assists in care and maintenance of program equipment and supplies.
3. Consistently reports to work on time and ready to work at the appointed start time.
4. Provides proper notification when late or absent.
5. Adheres to and abides by the agency's Code of Ethics.
6. Reports to work well groomed and in compliance with the agency's dress code.

Fiscal Responsibility

1. Adheres to productivity guidelines for program and agency.
2. Manages equipment, materials, supplies and time within budget.
3. Submits timesheets, disburse requests, etc. and other fiscal forms accurately and timely.

Performance and Quality Improvement

1. Uses the values, philosophy, tools and techniques of Performance and Quality Improvement (PQI) to support the organization's quality in all daily work.
2. Actively participates in PQI education.
3. Actively participates in committees, teams, and task forces as requested.
4. Develops and implements action plans for performance improvement and understands what is necessary in order to meet Agency's needs and expectations.

Mission

1. Demonstrates the ability to interact in a positive and helpful manner with participants, visitors, volunteers, Board, Community, and staff.
2. Respects the dignity of all by maintaining their privacy, ensuring confidentiality, and maintaining appropriate boundaries.
3. Exhibits a commitment to the organization's mission.
4. Reflects commitment to building a supportive work environment and maintains a positive attitude in the work place and toward the job.

MAUI FAMILY SUPPORT SERVICES
JOB DESCRIPTION

Family Support Worker
Ka Puuwai O Na Keiki

5. Projects a good image in engaging with the public and is willing to make an extra effort to help build a quality and caring social services organization.

Effective Communication

1. Demonstrates effective communication skills by conveying necessary information accurately and concisely, respectfully, listening effectively, and asking pertinent questions.
2. Communicates effectively with all MFSS programs and staff, both orally and in writing; can read and understand written material and is able to write effectively to meet the job requirements.

Staff Relations

1. Establishes and maintains cooperative relationships with participants, staff, and others using a humanistic attitude (anticipates needs, is respectful, caring and courteous).
2. Teamwork: interacts with fellow workers in a way that promotes a harmonious and cooperative working environment. Volunteers and interacts in a supportive helpful manner.

Environmental Safety

1. Adheres to safety, health, and regulatory requirements as described in the administrative and program operations, policies, and procedures.
2. Reports incidents and unsafe work conditions to supervisor and/or member of Executive Leadership Team, immediately.