

# Tuscaloosa's One Place

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## Family Support Specialist

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*Tuscaloosa's One Place, A Family Resource Center empowers people to achieve their full potential. We provide resources to: promote self-sufficiency, strengthen families, and prevent child abuse and neglect; thus improving the quality of life for all members of our community.*

Starting Pay: \$31,000

FLSA: Non-Exempt

### QUALIFICATIONS

- Bachelor's degree in social work, psychology, counseling, human development, education, or a related field required.
- Two years of experience preferred in direct services to at risk families
- Must possess and maintain a valid Alabama driver's license and current auto insurance.
- Must have reliable transportation for business use.
- Must be cleared through the Child Abuse Central Registry and pass a background check
- Any combination of education and experience that includes the knowledge, skills, and abilities to successfully perform the duties and responsibilities.

Family Support Specialist works under the direction of the Program Director

### DUTIES AND RESPONSIBILITIES

**The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Specific duties will be based on the requirements of the program assignment.**

- Completes assessments on families to develop a comprehensive plan of service for each family unit.
- Makes referrals and coordinates services as needed to meet family goals.
- Maintains regular contact with clients and their families through home visits, telephone calls and center contacts.
- Provides advocacy, direct services and assistance as needed.
- Initiates, administers, and models parent involvement and parent educational programs.
- Gathers and maintains evaluation data and other information required to provide timely and accurate reporting and adherence to appropriate grants and accreditation requirements, utilizes pre- and post-test to evaluate the effectiveness of programs and analyzes data to provide recommendations for improving program outcomes.

- Actively promotes family strengthening, reduction of child abuse/neglect and effective non-duplicative delivery of social services by promoting TOP within the community, participating in community meetings, serving on community boards, speaking to various groups to increase awareness of services offered by TOP and seeking volunteer resources.
- Attends meetings, seminars, and training sessions to remain knowledgeable of TOP operations and to promote improved job performance and communications; reads professional literature and maintains professional affiliations.
- Composes, prepares, reviews, and/or approves a variety of forms, logs, requests, records, reports, correspondence, and documents associated with daily responsibilities of this position.
- Answers the telephone and screens incoming calls; receives messages and routes to appropriate staff; returns calls.
- Performs filing/clerical tasks to organize and maintain family files.
- Incorporates continuous quality improvement principles in day-to-day activities.
- Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.
- Must be able to interact and work effectively with children and families.
- Must meet regular attendance requirements.
- Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

## **REQUIRED SKILLS**

- Ability to work collaboratively and independently
- Ability to speak with and/or signal people to convey or exchange administrative and educational information.
- Ability to read a variety of educational and administrative documentation, directions, instructions, and methods and procedures.
- Ability to learn and understand relatively complex job-related principles and techniques
- Knowledge of Microsoft Office (Word, Access, PowerPoint).
- Ability to occasionally push, pull, lift, carry and/or move up to fifty pounds
- Ability to stoop, bend, squat, climb stairs, crouch, or kneel on an occasional basis