

Wayne County Action Program

Job Description

Revised 12/2021

Department: Healthy Families Wayne County
Job Title: Family Support Specialist/Family Resource Specialist FSS/FRS
FLSA Status: Non- Exempt
Reports To: HFWC Program Supervisor/Director

Summary:

The FSS/FRS is a dual role position. The FRS role does the outreach and the initial assessment using the FROG (Family Resilience and Opportunities for Growth). The FSS follows through with the enrollment and all future home visits. For both positions we use a strength based family centered approach.

The FSS partners with families with cultural humility, to identify needs, develop FGP and mobilize resources to build family effectiveness, using the HF BPS to guide home visit planning and family interactions.

Essential Duties and Responsibilities:

Homebased-Early Childhood Development and Parent Child Interaction

- Complete the FROG assessment and inputting all data that accompanies it.
- Demonstrate competency to implement home-based learning experiences, building respectful, culturally responsive, and trusting relationships with families.
- Effectively implement the Growing Great Kids curriculum.
- Embrace the parent as the primary educator of the child, promoting and supporting the parent-child bond by supporting parent involvement in all aspects of the Healthy Families Wayne County program.
- Offer and complete visits with the frequency stated in the HF BPS
- Perform required formal family and child assessments, per HF BPS
- Refer families as needed to other resources, and follow-up as needed.
- Plan, schedule and evaluate family events.

Program Compliance and Reporting

- Maintain both data bases, MIS and COPA with accurate and up to date data, per HF BPS and WCAP COPA. This includes but is not limited to health records, assessments, home visit logs, service plans and FGP.
- Provide any supportive documentation to program as needed (success stories).
- Use the service plan as a guide to planning visits
- Actively participate in the recruitment of families, including outreach, marketing and evaluation of strategies used.
- Complete a FGP within 30 days of family's enrolment and keep updated per BPS. As FGP are complete work with the family to identify a new one.
- Protect and support the needs of HFWC children and families by becoming aware of the physical and behavioral signs of child abuse, neglect, and maltreatment, reporting all suspected cases of child abuse, neglect and maltreatment, become familiar with HFWC procedures for reporting suspected cases of abuse, neglect, and maltreatment.
- Submit attendance and any requested data in a timely manner.
- Attend required staff meetings, training, or conferences.
- Maintain scheduling flexibility and availability to meet families and program needs

Collaboration and Parent Inclusion

- Promote the program and the agency in a positive and professional manner.
- Build relationships with referral sources and possible referral sources
- Maintain the program confidentiality policy in all matters.
- Demonstrate cohesive and effective communication skills, striving to work with others in a team approach.
- Attend occasional evening and weekend Family Service /Literacy/ Recruiting events as required by the program.

Safety and Professional Responsibility

- Take part in your professional development by reflective awareness, by participating in all available and applicable educational opportunities
- Take part in your professional development by reflective awareness, by participating in all available and applicable educational opportunities.
- Become familiar and follow all safety policies that apply directly to you in the area in which you work, including, government regulations, signs, markings, and instruction. Report any unsafe hazardous conditions and workplace accidents to your supervisor immediately
- Maintain all first aid supplies and a safe environment for all

Compliance

“If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Wayne County Action Program Compliance Plan, he or she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer compliance@waynecap.org or by walk-in to the Compliance Officer’s office.”

Medicaid Fraud

- ***Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG’s recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year.***
- ***Wayne County Action Program employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG’s fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.***
 - ***If you suspect fraud or abuse, call toll free:***
 - ***1-877-87-FRAUD * 1-877-873-7283***

Qualifications:

- 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.
- Obtain clear fingerprinting and State Central Registry Clearance as per NYS Daycare Regulations at the time of hire and periodically thereafter per HFA Best Practice Standards.

Education/Experience:

- Must have a High School diploma, or equivalent.
- Experience in working with or providing services for children and families.
- Experience and willingness to work with culturally diverse populations that are present among the program’s target population.

Language Ability:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Fluency in Spanish preferred.

Math Ability:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

- This position requires the 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.

Computer Skills:

- Must have working knowledge of basic computer applications such as Microsoft Office.

Certificates and Licenses:

- Valid driver's license.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet.

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.
- The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

Employer's Disclaimer

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.