

Finger Lakes Community Action

Department: Healthy Families Wayne County

Job Title: Family Support Specialist/Family Resource Specialist (FSS/FRS)

FLSA Status: Non- Exempt **Reports To:** HFWC Program Supervisor and Program 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.

Essential Duties and Responsibilities:

Homebased-Early Childhood Development and Parent Child Interaction

- Complete the FROG assessment and input all data that accompanies it.
- Demonstrate competency to implement home-based learning experiences, building respectful, culturally responsive, and trusting relationships with families.
- 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 complete visits with the frequency stated in the Healthy Families Best Practice Standards.
- Perform required formal family and child assessments, per Healthy Families Best Practice Standards.
- Refer families as needed to other resources, and follow-up as needed.
- Plan, schedule and evaluate family events.
- The employee must occasionally lift and/or move up to 35 pounds.

Program Compliance and Reporting

- Maintain the MIS database with accurate and up to date data.
- 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. This will include occasional weekends and or evenings.
- Complete a FGP within 30 days of family's enrollment 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 evening and weekend Family Service /Literacy/ Recruiting events as required by the program.

Safety and Professional Responsibility

- Become familiar with 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.

Qualifications:

- 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.

Computer Skills:

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

Certificates and Licenses:

- Valid driver's license.

Compliance

“If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Finger Lakes Community Action 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@FLCA.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.

Finger Lakes Community Action 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*

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.