



## Job Description

**Position Title:** Family Support Navigator Home Visitor

**Program:** Family Development Services

**Date/Revision:** September 2021

**Position Summary:**

Process CIS and general intake and referrals, provide resources as needed. Provide individualized parent education and family support to pregnant and parenting families with children birth-five who may be faced with multiple life stressors, such as mental illness, and/or psychosocial risk factors, such as substance abuse, domestic violence, poverty, and homelessness. Work to strengthen family resiliency and functioning to promote optimal health through the lens of the 5 Protective Factors.

**Desired Qualifications for Knowledge/Experience:**

1. Bachelor's degree, Master's degree preferred in Social Work, Education, Public Health, or other related human service field.
2. Minimum of three years working with families including families at-risk; experience with home visiting preferred.
3. Familiarity with child development, age birth to five, and related parenting needs.
4. Experience providing developmental services to children with disabilities or special health needs and their families.
5. Working knowledge of the health care, social service and educational resources in Washington County.
6. Demonstrated ability to work with a wide range of people, including professionals and consumers, while maintaining an awareness of each individual's needs and strengths.
7. Demonstrated ability to collaborate with other professionals, maintain records, and complete reports on a timely basis.
8. Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred.
9. Demonstrated ability to work independently and as a team.
10. Must possess a value system consistent with that of the Family Center of Washington County and have demonstrated a client-centered approach in past work.
11. Must display caring, respect, resilience, a willingness to adapt to change, and excellent interpersonal skills.

**Reports to:** Youth and Family Services Director

**Employment Category:** Regular full time, exempt

**Pay Grade:** 8

**Number of Hours per week:** 40 hours per week, year round

**Essential Functions:****Information and Referral:**

1. Use excellent interpersonal skill to respond to requests for information about Family Center programs within 24 hours.
2. Assist families to connect with the most appropriate first contact at the Family Center.
3. Provide information about other community resources, including 211 and direct referrals to other community agencies as requested.
4. Track referral outcomes and make additional referrals as necessary.

**CIS Intake and Referral:**

1. Receive community-based referrals and collaborate closely with referral source and other providers to determine family needs. Work with supervisor and CIS referral team to determine the fit for FSHV or referral to a more appropriate community-based service. Meet with supervisor and FSHV team to discuss family assignments.
2. Enter all referrals into the Electronic Case Management (ECM) system. Maintain excel spreadsheet of new referrals.
3. Attend weekly CIS community partner referral meeting, track referral outcomes, next steps and other pertinent information in meeting minutes.
4. Maintain relationships with community partners: work closely with the CIS Team, DCF staff, school personnel, doctors, housing specialists, landlords, child care providers, Reach Up case managers, therapists, employment specialists and other community service providers to help participant achieve family and program goals.

**Family Support Home Visiting:**

1. Provide Family Support Home Visiting services to 8-10 families.
2. Assess family's current protective factors and link these to strengthening families protective factors; use the Strengthening Families Framework as a tool to guide families to enhance their protective factors. Family Support Home Visitor administers Risk Matrix pre/post to highlight strengths and focus on needs of family.
3. Provide individualized parent education services to families at home and in the community that addresses topics such as: behavior management, child development, community resources, transportation, medical and dental homes, mental health and drug treatment, and stable housing.
4. Assist parents in finding positive ways of disciplining and giving guidance to their children that are developmentally appropriate, respect individuality, employs effective communication strategies and supports self-esteem.
5. Support families in making healthy choices, establishing functional schedules, linking to and accessing community resources, and cultivating social connections and personal interests.
6. Engage families in the development and implementation of the One Plan and goals maintaining a culturally appropriate plan focused on building parenting skills, resiliency traits for both adults and children; and development of confidence and competence in managing life issues. Assess progress and revise plan as needed.
7. Acts as an advocate with community systems for families with limited English proficiency, cognitive disabilities and/or other limitations which interfere with the family's ability to access services.
8. Attend regular supervision meetings with Youth and Family services Director.
9. Participate in regular home visitor team meetings to address systems issues, case presentations, problem solve family concerns, training, and support each other effectively.

10. Utilize training, supervision, clinical supervision and team resources to support a balanced approach to working with high risk families and families in transition.
11. Utilize clinical supervision to inform work with program participants and its potential impact on compassion fatigue, and burnout.
12. Participate in Family Center fundraising and public relations events at least once per year.
13. Prepare and provide timely and accurate case records in ECM for Medicaid and private insurance billing.
14. Work closely with WCMH/Early Childhood Mental Health related to referrals, diagnosis, evaluations and service coordination; maintain accurate, timely and complete case records and data for Medicaid billing.
15. Attend other professional meetings, trainings or conferences, typically at least once per year. Implement learned practices effectively.
16. Maintain confidentiality consistent with the Agency's policies and the law.
17. Other duties as assigned by supervisor.

<b>Success</b>	Is able to help families focus on goals and takes steps to reach their own goals with understanding of programs in mind. Applies family centered framework; understanding the child & family strengths. Maintains productive relationships with families while meeting program objectives. Communicates and collaborates effectively with parents, service providers and Family Center staff. Ability to work with wide scope of families including high risk/high needs and behavior concerns. Supports clients in achieving goals that are set by the family and home visitor within identified timeframes.
<b>Excellence</b>	Demonstrates sound judgment and helps others to excel and regularly utilizes other Family Center staff. In the most challenging situations is consistently warm, caring, professional and positive. Cases are closed efficiently with achievement of goals. Takes initiative to problem solve. Handles stressful situation with confidence. Initiates new opportunities/activities that supports child & parent wellbeing. Takes charge and seeks new opportunities including playing a leadership role in home visiting with evidenced based models.

**Working Conditions:**

Internal- Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (people, computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External- Moderate travel may be required. Work outside the office normally takes place in similar office environments, although occasionally work may include classroom environments.

**Physical Demands:**

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer work. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.