

FAMILY SUPPORT WORKER

DISTINGUISHING FEATURES OF THE CLASS: Responsible for the intervention in strengthening the parent-child relationship, improving parenting skills to optimize the home environment, and to increase the family's ability to problem solve and assume the role of advocate for themselves and their children. Assist in building trusting relationships in the family unit. The incumbent will assist the family in establishing goals and a plan for development of the child. Responsible for initiating and maintaining regular contact/support with families. The work is performed under general supervision of the School Principal in conjunction with Cattaraugus County Community Services staff. Supervision over the work of others is not a function of this position. A Family Support Worker does related work as required.

TYPICAL WORK ACTIVITIES:

- Develops constructive and working relationships with families, students and staff;
- Accepts referrals from the Mental Health Social Worker and school staff;
- Meets with families to initiate goal setting strategies toward development of strength based families;
- Ensures family involvement in planning, implementation and evaluation of school support projects;
- Participates as part of the problem solving team;
- Completes documentation in a timely manner;
- Communicates with school district and county departments to keep them informed of progress and concerns of the Family Support Center;
- Ensures families are taught how to advocate for themselves;
- Provides opportunities for families with emotional/behavioral issues to participate in one-on-one or group support with other families;
- Develops linkages with community based agencies, organizations, businesses and other entities;
- Coordinates activities in the Family Support Center.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of the referral process and community resources; working knowledge of child development and family relationships; ability to interview clients with respect to sensitive information; ability to enter data on a computer; ability to work effectively with others; ability to develop working relationships and deal diplomatically with the public in a culturally diverse community; ability to prepare written reports; ability to express oneself clearly and concisely, both orally and in writing; ability to maintain confidentiality of records; ability to organize and maintain accurate records and files; ability to exercise discretion, sound judgment and courtesy.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate Degree in Human Services or a related field;

OR

- B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience working with children who have emotional/behavioral issues.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: Possess and maintain a New York State Driver's License.

SPECIAL REQUIREMENT IN SCHOOL DISTRICTS / BOCES: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 11/23/10

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