

Job Description: Family Support Specialist

General

The Family Support Specialist supervises visits in a safe, secure, and supportive environment for non-custodial parents and their children in foster care using the Supportive Visitation Model.

Location: Onsite at The Children's Haven WellStar Family Visitation Center in Canton, GA

Rate of Pay: \$20/hr.

Hours & Availability

- **Expected Availability:** Family Support Specialists must be available to work 20-30 hours per week.
- **Evening Availability:** The last scheduled visitation of the day ends at 7:30 p.m. Staff must be available to work evening hours as needed.
- **Saturday Availability:** Staff must be available to work Saturdays from 9:00 a.m. to 5:00 p.m., based on the visitation schedule.
- **Scheduling:** Work schedules are based on referral volume, visitation needs, and staffing needs. Hours are not guaranteed and may vary from week to week.

Shift

Monday-Saturday. The Center conducts visit from 10:00 a.m. to 7:30 p.m. during the week and schedule Saturday visitations from 9:00 a.m. to 5:00 p.m., depending on referrals and program needs.

Cancellation Policy

- If a scheduled visitation is canceled with less than 24 hours' notice, the Family Support Specialist will receive full pay for the scheduled visit.
- If a visitation is canceled, the Family Support Specialist will remain at the facility to assist with assignments, visitation-related tasks, cleaning, documentation, or other duties as assigned by the supervisor.

Responsibilities

- Assist families in building parental capacity and working toward reunification through parent skills training and linkage to community resources.
- Observe and assess the needs of the family during supervised visitations.
- Ensure the safety and well-being of the child(ren) during visitation and provide families with necessary feedback, guidance, and support.
- Build rapport with families and help parents gain additional confidence.
- Provide Family Support Services and Parent Coaching using the Supportive Visitation Model.
- Teach positive interventions and strategies through parent coaching and modeling.
- Actively participate in weekly, monthly, and ongoing program-related staff meetings.
- Use diverse teaching styles to accommodate the needs of each family.
- Respect the confidential nature of all information pertaining to the families served.
- Document and report services implemented for grant funding and program requirements.
- Provide case updates for DFCS and other court-appointed professionals, as needed.

- Provide court testimony when deemed necessary and approved by the Agency Director.
- Treat all families with dignity and respect.
- Ensure the visitation facility is clean after every visit, inside and/or outside, and remains in compliance with CDC guidelines.
- . Handle the visitation phone, including answering calls, responding to text messages, and maintaining professional communication regarding visitation scheduling and related services.

- **Other Duties**

- Attend trainings as needed and available to remain current on child welfare issues, laws, and policies.
- Maintain basic computer skills, including familiarity with the internet and Microsoft Word.
- Work cooperatively with The Children's Haven staff.
- Maintain positive working relationships with local DFCS, partner agencies, and individuals connected to the Supervised Visitation Program.
- Participate in trainings and certifications required for the program.
- Perform other related duties as needed or requested.

Qualifications

1. Bachelor's degree in child development, psychology, sociology, social work, education, or a related field.
2. Extensive relevant experience may be substituted for a degree.
3. Two years of experience, volunteer or paid, in at least several of the following areas: social services, child advocacy, volunteer supervision, training, non-profit management, volunteer CASA or guardian ad litem, child welfare, education, mental health, or parenting.
4. Must complete and pass a background check.

Preferred, Not Required

1. CPR and First Aid certification.
2. Experience with the Nurturing Parenting Program.

Please no phone calls regarding this position. Email inquiries only.