

<p style="text-align: center;">Job Description for Family Support Worker for The Family Place Northern Berkshire Community Coalition (nbCC)</p>
--

The Family Support Worker is responsible for providing support and educational services to families who have engaged with The Family Place program at nbCC. The Family Support Worker will provide services at The Family Place site, in the community, and in the homes of families.

Reports to: Program Manager/Coordinator of The Family Place

Hours: 1.0 FTE

Exempt Status: Non-Exempt

Responsibilities: (include but are not limited to)

- Partner with each family to assess strengths, identify areas of need, and to provide support needed for the family to improve their stability and for the parents to have the resources needed to meet the needs of their children and family.
- Develop and maintain supportive and trusting relationships with families served.
- Assist families with completion of intake paperwork or other supportive documentation, as appropriate. Obtain a signed release of information for all collateral contacts, prior to making any disclosures of private or confidential information.
- Schedule in person visits (frequency and location) with each family as agreed upon by the family. Maintain phone or email contact, as designated by the family, between appointments as needed.
- Connect and support access for any family with community resources, parenting classes, food pantries, mental health providers, budgeting information, etc.
- Provide transportation for families/adult family members as needed.
- Assist families in connecting with appropriate groups and/or programs to enhance social connections.
- Facilitate groups and/or other parent support or education programming as required.
- Work independently and within a team on special non-recurring and any ongoing projects.
- Provide assistance in planning and organizing events, groups, workshops, or ongoing programs, including attendance and publicity when needed.
- Maintain an organized calendar schedule of appointments and tasks, maintain accurate documentation of client records, mileage, and expenses, and complete all documentation as required by the Program Manager/Coordinator.
- Attend individual and group supervision sessions as scheduled by The Family Place, Program Manager/Coordinator.
- Comply with nbCC policies and procedures; attend nbCC staff meetings when required.
- Maintain a program/event calendar for The Family Place to be distributed monthly to families, partners, collaborators, and the general public.

Requirements:

- High School Diploma or equivalent with a minimum of 4 years of experience with the identified population; or higher education degree in human services related field with a minimum of 2 years of experience working with the identified population. Experience working with children and parents, as well as home visiting, preferred.
- Experience and comfort working with all types of people in a variety of groups.
- Patience with and understanding of diverse populations.
- Commitment to working in the community to help families address key issues.
- Demonstrated maturity and self-awareness as it relates to working 1:1 with individuals in the community.
- Understanding and compassion for the needs, limitations, barriers, and capacities of the identified population.
- Ability to understand concepts of confidentiality and privacy.
- Technical capacity and comfort with computer.
- Ability and desire to work in a team environment.
- Flexibility in scheduling with availability for some evenings and weekends, as needed.

Work Requirements:

- Valid driver's license and insured automobile. Ability and willingness to drive in inclement weather and in rural locations in the northern Berkshire region.
- Physically able to climb stairs to access second and third floor apartments.
- Physically able to lift at least 40lbs and perform set up and tear down of event spaces.