

## **FAMILY SUPPORT WORKER HEALTHY FAMILIES JACKSONVILLE**

### **PROGRAM DESCRIPTION:**

The Northeast Florida Healthy Start Coalition (NEFHSC) is a non-profit organization driven by its mission to reduce infant mortality and improve the health of children, childbearing women, and their families in Northeast Florida. Our philosophy is that every baby deserves the best possible start in life and should be raised by a healthy family in a caring, prosperous community. To accomplish this we offer programs to improve the health of women before, during and after pregnancy, and offer a host of programs to recruit, sustain, engage, educate, intervene and support mothers, fathers and families. In addition, we offer programs to targeted high risk families and communities.

An additional program offered through NEFHSC is our Healthy Families Jacksonville Program. This is a nationally accredited family support and coaching program that helps parents provide a safe and stable environment for their children by offering educational and support services in a client's home. The Family Support Worker (FSW) is primarily responsible for initiating and maintaining regular contact with families in their home and providing referrals to other needed support services. The FSW also establishes rapport with the family to thereby strengthen the parent-child relationship through home visit activities. The FSW also develops a service plan to guide service delivery, identifies goals and plans activities based on required curriculum, assists parents in improving parenting skill, aids in planning and attending medical appointments, and conducts sufficient home visitations.

### **RESPONSIBILITIES:**

- Interview participants for entrance into the Healthy Families Program and complete appropriate paperwork.
- Develop a service plan with direct-line supervisor to guide service delivery and establish family goals.
- Assist parents in improving their skills to optimize the home environment.
- Aid in making and attending health care appointments, as well as other agency visits in the community.
- Initiate and maintain regular contact with families, primarily in their home, establishing a trusting relationship and strengthening the parent-child relationship.
- Assess the health and human services needs of participants, and develop, with the participant, a service to address those needs. Follow up routinely with participants. Home visits with the participant are required.
- Provide or coordinate services to address the needs of participants, including, but not limited to; financial counseling, child care, domestic violence, substance abuse, mental health, educational services, health care, transportation, emergency services, etc.
- Provide information and referral to participants, and follow-up as appropriate and needed.
- Network with organizations in order to benefit program and participants.
- Maintain participant case files and other documentation necessary for the evaluation of individual and program progress, and reports statistics to the Program Supervisor.

- Perform other tasks and assignments as deemed appropriate by the Program Supervisor and/or Program Manager.
- Complete quarterly performance outcomes on all participants.
- Maintain participants case files and other documentation, meet all deadlines.

**KNOWLEDGE AND SKILLS:**

- Detail oriented.
- Ability to multi-task.
- Maturity and experience in successfully working with infants and young children/parents.
- Strong interpersonal skills, ability to relate to people and accept individual differences.
- Experience working with low-income families preferred.
- Willingness to work with culturally diverse populations
- Demonstrate superior writing and organizational skills.

**QUALIFICATIONS:**

- High School diploma and one (1) year experience working with diverse families and children.
- Must possess a valid Florida driver's license.
- Must have reliable transportation and proof of current auto insurance coverage.
- Ability to pass all drug and criminal background screens