



Job Title: FAMILY SUPPORT SPECIALIST

Department /Office: Hopi Guidance Center / TANF
Reports to Whom (title): Family Assistance Supervisor
Salary / Hourly Range: 33
Job Classification Code: 8810
Level of Background Check: 1B
FLSA Status: NON- EXEMPT; Full-time, Part-time, Temporary
Driving Required: Yes, As Required
Revision Date: 12/05/2012

JOB DESCRIPTION:

Perform duties of considerable difficulty and complexity requiring knowledge and skill in family & one - one counseling diagnostic evaluation & assessment and appropriate quality standards to develop family assistance service plans.

SCOPE:

This position is responsible for providing knowledge of counseling services and case management to TANF clients. The incumbent performs duties requiring knowledge and skill in standards to develop family assistance service plans.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Interviews clients to gather social and financial information to determine delivery of services, i.e., mental/social, medical, food stamps, crisis intervention, employment, child care, transportation, education, etc.; services conducts home visits to follow-up on post placement of services.
2. Confers with public and private agencies/organizations to coordinate client services; and ensures compliance with regulatory requirements by documenting program participation as required by regulatory sources, and departmental requirements.
3. Maintains client data; prepares reports, case histories and case studies; maintains accurate client information on a computerized database for compliance and reporting purposes; prepares and submits narrative, statistical reports; ensures information is in compliance with confidentiality and quality assurance standards.
4. Participates in weekly staffing to discuss case issues that require additional input and planning; provides solutions to ensure maximum benefits for the clients in meeting plan objectives.
5. Assists supervisor with assessing, identifying, and prioritizing training and service needs.
6. Performs other duties as assigned or authorized to achieve program goals and objectives.

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, families, community members and individuals working with children, youth, parents, local agencies working toward mutual goals and other related service agencies. Contacts will also be with individuals who are reluctant to cooperate due to experiencing severe social problems. The purpose of these contacts is to exchange factual information, which may be emotionally laden.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is performed in standard office environment and in the communities. Workload is demanding and will require work beyond a normal eight (8) hour daily on a 24-hour on-call status. The incumbent may be subjected to unpleasant or traumatic situations that may result in psychological stress with potential risks present when performing investigative work or entering violent situations. Travel on and off the reservation is frequent and required and will include transportation of clients.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:
 - A. Education : High School Diploma; AND
 - B. Experience: Two (2) years work experience in a social services setting; OR

C. Any equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills, and Abilities:

A. Knowledge:

- Knowledge of professional social work philosophy, principles, practices, and methods including methods, techniques, and case management
- Knowledge of the history, culture, customs, traditions and socio-economic environment of the Hopi Tribe
- Knowledge of the needs of families within the Hopi Tribe and development of supportive and nurturing relationships with families
- Knowledge of policies, procedures, rules, and guidelines (State and Federal) for related HGC programs, including procedures on confidentiality of case files
- Knowledge of such principal documents as: Federal Office of Family Assistance Guidelines; Hopi Policy & Procedure Manual; TANF 3-Year Plan and HGC Procedural Guidelines
- Knowledge of such programs as, but not limited to: temporary assistance to needy; welfare to work; new employment works program; general assistance; and jobs training partnership act
- Knowledge of interventions strategies related to individual and family counseling.

B. Skills:

- Skills in using computers, related software, calculators, and other office machines/supplies
- Skill in establishing and maintaining effective working relationships with clients, supervisors, co-workers, and representatives of resource agencies
- Skill in evaluating customer needs and utilizing/developing program and HGC resources, or other appropriate referrals, to meet such needs
- Skill in dealing with sensitive personal issues, and maintaining appropriate professional, confidential relationships
- Skill in understanding and applying complex rules, regulations, and guidelines
- Skill in work leadership and work management, including scheduling of multiple projects and clients
- Skill in verbal and written communication to conduct presentations/ideas clearly and effectively
- Skill in interviewing, problem solving, assessment, case planning, and counseling.

C. Abilities:

- Ability to make home visits and provide alternative solutions for family service needs
- Ability to work under pressure, with multiple task deadlines, and in emergency situations
- Ability to establish and maintain accurate record-keeping systems and procedures, including computerized record keeping
- Ability to use standard office equipment, such as facsimile, photocopier, calculator
- Ability to prepare reports; maintain client records in strict confidence according to quality assurance standards
- Ability to conduct research, analyze situations, and develop appropriate casework intervention
- Ability to establish and maintain positive professional working relationships with others.

NECESSARY SPECIAL REQUIREMENTS:

1. Possess valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Complete/pass a background investigation and fingerprint check required by the Hopi Tribe.

PREFERRED QUALIFICATIONS:

1. Be able to speak and understand the Hopi language, to translate Hopi to English and vice-versa.