



## Job Description

**Job Title:** Circles of Support Family Services Worker  
**Department:** Family Education Services  
**Reports to:** Family Services Program Manager  
**FLSA Status:** Non-Exempt - Full Time  
**Revision Date:** 05/19/2023

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### GENERAL POSITION SUMMARY

Under the direct supervision of the Family Services Program Manager, the Circles of Support Family Services Worker is generally responsible for providing case management, home visitation, parenting education, and support to families involved with the Office of Children's Services (OCS).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### General Responsibilities:

- Assist caregivers in developing individualized service plans, goals and objectives, and family safety plans;
- Provide home and office based individual parenting education, skill building, and support activities;
- Conduct home visits to assure safety in the home, engage support network, and provide parenting education;
- Testify in court as requested;
- Act as a mandated reporter of child abuse and neglect;
- Maintain client confidentiality;
- Maintain client records, including assessments, weekly progress reports, releases of information, and all records of contact with clients;
- Collaborate with OCS and other pertinent parties regarding each client's status in services;
- Collect and report required statistical information to meet reporting requirements;
- Other duties as assigned.

#### Additional Duties:

- Assist in development and implementation of overall program procedures;
- Participate in weekly supervision with the program manager;
- Participate in program and agency-wide staff meetings;
- Will be required to provide reliable transportation, in an agency vehicle, to and from home visits and other meeting locations within the community.

### KNOWLEDGE, ABILITIES AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Knowledge of child abuse and neglect, family dynamics, and child protective services;
- Skills in working with diverse populations;
- Excellent oral and written communication skills;



- Knowledge of Microsoft Office products;
- Ability to learn, understand and respect the roles of partner agencies, organizations, and individuals;
- Detail oriented with a high level of accuracy;
- Maintain strict confidentiality;
- Experience and/or desire to work in a non-profit environment and with families and children.

**MINIMUM EDUCATION/EXPERIENCE:**

- Bachelor's Degree in behavioral sciences such as psychology, sociology, social work, human services, child development or child education OR equivalent and applicable work experience;
- Proven knowledge of basic computer skills and office equipment;
- Minimum of three years experience in human services or related field;
- Working knowledge of parenting skills, child development, and the dynamics of child abuse and neglect.

**PHYSICAL DEMANDS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time;
- Frequent walking;
- Frequent bending, stooping, reaching, pushing and pulling;
- Occasionally will lift up to 20 pounds;
- Frequent rapid mental/hand/eye coordination and manual dexterity.