



Job Description

Enhancing the Power of People to Achieve Personal Growth

We believe in a community where everyone has the opportunity to imagine, create, and live their chosen journey.

Position Title: Family Support Specialist – Family Coach/Service Coordinator

Reports To: Program Manager

Probationary Period: Six Months

Position Status: Full Time

FLSA Status: Non-Exempt

Supervises: Children’s Tutors and Respite Aides

HIPAA Level of Accessibility: Level Two

Job Summary:

The primary function of the Family Coach is to work directly with families, often in their homes, and with support teams to assure the provision of high quality services that empower families to achieve the growth and change they seek.

Essential Duties and Responsibilities:

We are people-centered.

1. Determine and administer appropriate assessments and utilize the information to create measurable goals and identify what might get in the way in collaboration with families
2. Coach the family to develop skills in independent problem-solving and functioning and discover their strengths, hopes, dreams, and priorities
3. Provide educational and resource information for families and other team members
4. Assist the person receiving services and/or family in planning transition services to visualize and describe their preferred future
5. Provide coaching and supervision to support team members, foster providers and others who may work directly with the person to support the family
6. Develop, and modify as necessary, clear, measurable, individualized outcomes and assure compliance with plan-driven timelines that support the person receiving services and families success in achieving their goals

We are collaborative.

1. Facilitate communication and collaboration between the person receiving services and/or family and other services and providers
2. Collaborate with other providers and resources both within and outside of the formal service delivery system in order to coordinate possible courses of service delivery

We are open.

1. Coach the family to determine their strengths, hopes, dreams, priorities and needs and set goals with the family to develop strategies to reach these goals in their homes or community
2. Assure completion of incident management procedures and conduct incident management review processes as needed
3. Solicit input from families, clients, service partners, and team members to guide appropriate improvements and thoughtfully stretch their limits

We are fun and playful.

1. Support team members to create time in their everyday lives, including work, to acknowledge and celebrate their successes and sustain motivation
2. Communicate and celebrate with teams the big and small contributions they make to the lives of others

3. Infuse appropriate humor and encourage others to laugh, take the disappointments lightly, and find deep satisfaction in all we do
4. Recognize, demonstrate gratitude, and applaud each person's unique gifts and contributions
5. Encourage appropriate humor and play in all functions and activities

We are excellent.

1. Establish and maintain friendly, compassionate, professional working relationships with people receiving services, family members and support team in a manner that reflects our values and culture
2. Facilitate the completion, semi-annual review, and periodic reviews as needed, of family-driven Individual Family Service Plans and Personal Support Plans in compliance with state-mandated STEP policies and procedures, adjusting strategies and expectations as needed
3. Assure the implementation and monitoring of the service plan by documenting visits and contacts, maintaining accurate and thorough documentation of contacts according to STEP procedures, state policies and contracts, and federal guidelines
4. Maintain contacts with families per state and federal guidelines and STEP policies and procedures
5. Schedule appointments in a time efficient manner that takes into consideration and balances the needs of the family, travel time, team projects, and agency goals
6. Travel to all eleven counties served by STEP when required, which includes overnight travel when necessary
7. Follow STEP procedures and policies
8. Maintain a high level of organization for file maintenance, daily, weekly and monthly record keeping, completing all work within established timelines
9. Provide case management, caregiver training, and auxiliary services to the assigned caseload
10. Complete all other duties and assignments in expected timeframes

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualifications listed below are representative of the minimum knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

1. A bachelor's degree in social work or related field from an accredited college
2. One year's experience in human services is preferred
3. Experience providing case management is preferred
4. At least two years of experience in working with persons with disabilities or intellectual delays is preferred

Knowledge/Skills/Abilities:

1. Must have strong communication skills to work with a diverse team
2. Must have computer skills and be able to use all required hardware and systems such as Excel, Word, databases, and web based software
3. Must have ability to problem-solve and assist in decision-making including during emergencies or when a supervisor is not onsite
4. Must be able to meet and maintain STEP driving requirements and have reliable transportation
5. Must maintain current status regarding assigned core competencies and other required certification acquisition within established schedule and timelines, including attaining and retaining comprehensive certification by the state of Montana and coaching certification
6. Demonstrated ability to work productively with individuals to develop relationships with individuals, families, and natural supports is required
7. Proven creative abilities, strong organizational and time management skills are required
8. Must possess excellent oral, written and interpersonal skills and good customer service skills

Physical Demands and Work Environment:

1. Ability to accommodate an alteration of scheduled hours or days off and a variety of work sites. The Family Support Specialist is responsible for providing services based on the hours that make sense given the routines of the families. There is also the potential for the Family Support Specialist to participate in STEP functions, as instructed by the supervisor, overtime must be approved in advance by the supervisor
2. Ability to travel to different locations, requiring the use of a personal cell phone for work purposes, and potentially traveling in adverse weather conditions
3. Ability to function with minimal supervision and coaching within the responsibilities of the job description
4. Ability to perform many duties at a workstation requiring sitting, continuously viewing a computer screen and repetitive keyboard manipulation
5. Ability to climb, lift, reach, bend, and carry

HIPAA Level of Accessibility:

STEP, Inc. assures that health information is secure and protected in compliance with the Health Insurance Portability and Accountability Act (HIPAA). To assure this, employees are allowed access to protected information only so much as is required to perform the essential duties of their position. Each job description will include the level of accessibility that is required:

- Level One – access only to the information for the assigned clients.
- Level Two – access to all information for the clients receiving services within the program.
- Level Three – access to all information for the clients, and potential clients, receiving services within the department.
- Level Four – access to all employee information
- Level Five – access to all information for the clients receiving services within the agency and access to all employee information

Statement of Understanding:

I have read the above position requirements. I assert that I meet the minimum requirements; I am able to perform the essential job functions and satisfy the expectation of regular attendance at the work site. I further understand that signing the job description does not constitute a written or implied contract of employment.

Signature

Printed Name

Date