



Family Support Specialist Job Description

Job Title: Family Support Specialist (FSS)

Reports To: Lead Compassionate Engagement Specialist (CC)

FLSA Status: Exempt

Created on: July, 2023

Revised on: April, 2025

Position Summary:

Work under the supervision of the Lead Compassionate Engagement Specialist or a designated supervisor. Be responsible for: Working directly with families in-person and virtually to provide education and support that improves the family's ability to develop and/or strengthen protective factors in the home. Ensuring that families have access to the appropriate resources and opportunities to remove barriers and develop a safe, stable, developmentally appropriate, and nurturing home environment for their child(ren).

Essential Duties & Responsibilities include the following:

- Conduct ongoing Family Resource Center services including Outreach that provides parenting education and support to families assessed as having some form of Child Abuse and Neglect even if that risk is poverty. These services will be delivered in accordance with NPP's policies and guidelines, and in adherence to curriculum and/or program best practice, and funding requirements.
- Connect families to services, professionals, programs, and other appropriate resources that are needed to mitigate identified risks, and/or support the continued development of identified strengths.
- Support families who are unstably housed — including doubled up — at-risk for homelessness, or experiencing homelessness, to stabilize their housing situation, find housing and housing resources, or connect them, when appropriate, with the CES (Coordinated Entry System).
- Advocate for member families when appropriate
- Actively recruit and reach out to potential families who might benefit from NPP services.
- Teach basic family life skills, developmentally appropriate parenting and nurturing communication skills when appropriate to help strengthen the family and improve overall family functioning.
- Ensure that the children in the household are safe, healthy, and – if age appropriate – attending school.
 - Individuals in this position are Mandated Reporters, meaning that they are mandated to report to the appropriate state agency suspected cases of child abuse and/or neglect.



General Expectations and Responsibilities:

- Conduct initial screening, assessments and program enrollments. Assess risks/challenges and develop appropriate plans to help ensure continuation of services.
- Help participants establish goals and create a member centered family support plan that promotes family well-being and addresses all identified risks for CAN. The plan will be member driven but should focus on developing a healthy, safe and nurturing environment for the child(ren)
- Document all pertinent data and information regarding work with families, agencies and other community members in a timely manner in accordance with company requirements.
- Maintain flexibility in schedule to provide in-home visits when families are available
- Follow Neighborhood Place of Puna policies and procedures
- Work alongside Housing Specialists to coordinate all case management for families.
- Assist collaboration efforts with community agencies, members and organization in providing group activities for families and other types of community building activities
- Participate in organization planning as requested by the Program Coordinator
- Assist in eligibility screening, information and referrals
- Attend staff meetings and trainings
- Update shared calendar and Direct Member Service Log to show home visits, activities, meetings and general schedule
- Manage appropriate caseload as directed by company/supervisor requirements. The FSS will work closely with the Program Coordinator on a weekly basis to determine appropriateness of caseload.
- Participate in special grant projects and other assigned duties as directed
- Maintain clear communication with Supervisor and other FRC staff at all times
- Perform all other duties assigned by Program Coordinator or designated supervisor.

Supervisory Responsibilities:

This job has no supervisory responsibilities

Qualifications:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

One year or more of related field experience and a Bachelor's degree from an accredited four-year college or university is **required**. Two or more years of related experience and a Master's degree from accredited college or university is preferred. Educational requirements may vary depending on sources of funding.



Computer Skills:

To perform this job successfully, an individual should have knowledge and experience of Google, Microsoft Office, and other Internet software as well as some Social Media knowledge.

Other Requirements:

- Reliable safe transportation
- Valid Hawaii driver license and no-fault car insurance.
- Being a current resident of the Puna/East Hawaii Community area is preferred.
- Secure reliable Internet service and phone service at home office to be eligible for remote work.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace
- Fully Vaccinated for Covid 19 and booster within the last 12 months
- Willing and able to wear a face mask while working with program members and at the FRC office

Physical Demands:

The physical demands 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.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving



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mechanical parts. The noise level in the work environment is usually loud.

In the course of performing the duties of the Family Support Specialist it is not uncommon to see, engage or be confronted with the following: violence and threats of violence; profane, racists and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations.

Acknowledgements: Please initial one of the following statements

_____ I have read the job description and am able to perform the essential functions of this position.

_____ I have read the job description and am able to perform the essential functions of this position with reasonable accommodations. (Please explain accommodations needed below).

Print Name: _____

Signature: _____ Date: _____