

FAMILY SUPPORT WORKER (Spanish Speaking)

139-M

DISTINGUISHING FEATURES OF THE CLASS: The Family Support Worker is an entry level human services position. The responsibilities of this position are to provide outreach and support to eligible, Spanish speaking, pregnant and new parents throughout Sullivan County. The incumbent will be trained to provide in-home screening, support and education to Spanish speaking families in need of services. This position differs from that of Caseworker in level and complexity of the tasks assigned. The work is performed under the general supervision of a Program Coordinator.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Conducts screenings and structured interviews in the home using a standardized guide to evaluate the appropriate services needed and eligibility determination;

Provides outreach activities to increase awareness of Healthy Beginnings Program;

Recruits pregnant and parenting individuals to participate in program activities;

Provides in-home support and education to eligible families;

Educates parents on activities to promote healthy growth and development of infants and children;

Educates pregnant individuals on complying with medical regime which will promote healthy, full-term pregnancies;

Monitors effect of new infant on family dynamic and provides assistance with integration;

Prepares reports and statistics as requested;

Uses computer applications or other automated systems, such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Attends trainings and meetings as required.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of programs and services available through Public Health Services and other human services providers; working knowledge of the health and social factors relating to pregnancy; ability to demonstrate working proficiency in Spanish, including reading, translating, speaking and writing fluently; **ability to operate a personal computer and utilize common office software programs, including word processing, spreadsheets and databases**; ability to communicate effectively, both verbally and in writing; ability to deal effectively with people in an interviewing situation; sensitivity to cultural diversity; ability to establish and maintain successful relationships with others; tact and courtesy; and confidentiality.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in a health, human services or community agency or in an early childhood services setting providing information, informal education, guidance or referral assistance; or
- (B) Three (3) years of experience as described in (A).

SPECIAL REQUIREMENT(S) FOR APPOINTMENT: Possession of a valid Drivers license.

NOTE: *In addition to meeting the qualifications listed above, candidates must demonstrate the ability to speak, understand and write conversational Spanish.*

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Last Reviewed: 02/11/02

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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