

## **FAMILY SUPPORT WORKER**

**139-J**

**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 pregnant and new parents throughout Sullivan County. The incumbent will be trained to provide in-home screening, support and education to 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;

Attends trainings and meetings as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** 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 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.

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 an appropriate class valid driver's license.

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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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