CRAWFORD COUNTY PUBLIC HEALTH

PREVENT • PROMOTE • PROTECT

Position Title:	Help Me Grow Home Visitor/Direct Service Staff (FRS/FSS)			**Position #:**	6931
Agency Unit:	Help Me Grow		**Reports to:**	HMG Program Coordinator	
Employment Status:	Full Time	**Pay Grade:**	Starting range of $19.00 - $22.00 per hour (based on experience)	**FLSA Status:**	Non-Exempt

Position Summary: This position is responsible for providing Help Me Grow and Healthy Families America (HFA) direct services to children and families in order to strengthen family functioning and well-being. Work will occur primarily within the family's home, with virtual visits as permitted and needed. The Home Visitor/Direct Service Staff (Family Resource Specialist/Family Support Specialist) works in partnership with families to facilitate family goals, strengthen parent-child relationships, promote healthy childhood growth and development, provide family education, connect families with community resources, and reduce risk while building protective factors. Services are family-centered, strength-based, trauma-informed, and delivered in a manner that honors individual differences, diverse family structures, cultures, and parenting practices.

Essential Duties:

Initiates and maintains regular, long-term contact and support with assigned families in accordance with Help Me Grow and HFA requirements. Services occur primarily in the family's home; HFA home visits should generally last at least one hour. Virtual visits may occur as permitted and needed.

Uses family-centered, strength-based, trauma-informed practices to establish trusting relationships with families and to identify, build upon, and support family strengths.

Assists in strengthening the parent-child relationship through role modeling and child development education that supports the parent's strengths and promotes healthy infant and child growth and development.

Assists in strengthening the parent-child relationship through role modeling and child development education that supports the parent's strengths and promotes healthy infant and child growth and development.

Assists parents in improving their skills to optimize the home environment while honoring individual differences, diverse family structures, cultures, and parenting practices.

Assists parents in improving their family support system, including their ability to problem solve, advocate for their child and themselves, and access needed community resources.

Assists parents in establishing a medical provider for their child and supports families in making and keeping scheduled appointments for well-baby check-ups, immunizations, and other health care services.

Partners with families to establish individualized goals and develops and manages a Family Service Plan/family plan aligned with Help Me Grow, HFA, Home Visiting, and/or Early Intervention requirements. Implements activities identified in the plan and supports families in making progress toward their goals.

Completes HFA-required screening and assessment activities within the scope of the assigned FRS/FSS role and agency protocol. As applicable, this includes administering the Family Resilience and Opportunities for Growth (FROG) Scale and screening tools such as the Ages & Stages Questionnaire (ASQ/ASQ-SE), depression screening, safe sleep screening, prenatal/infant health assessment, and other approved program tools.

When functioning as a Family Resource Specialist (FRS), completes the validated FROG Scale objectively, reliably, and in a relationship-building, conversational manner to identify family strengths, protective factors, and areas that may benefit from additional support.

When functioning as a Family Support Specialist (FSS), uses assessment and screening information and the Family Service Plan to provide ongoing family support, education, goal-setting assistance, referrals, and follow-up.

Identifies family needs and provides timely referrals and linkages to appropriate community-based services, including health care and other supports, and follows up on referrals as appropriate.

Advocates for nurturing, nonviolent discipline of children and seeks information to support the promotion of peaceful families using research-based data.

Attends required HFA, Help Me Grow, and other formal training and professional development to maintain competency in home visiting, trauma-informed family support, screening and assessment, child development, reflective practice, and other assigned public health activities.

Participates actively in regular supervision, including reflective supervision, and demonstrates willingness to build reflective capacity through introspection, awareness of self in relation to others, and recognition of the value of supervision.

Maintains accurate, timely, and confidential documentation, records, data entry, and reports in accordance with HFA, Help Me Grow, funder, agency, and applicable legal requirements.

Participates in the exercising of emergency response plans. Considered a resource during public health emergencies and expected to work during non-regular work hours to support local or regional operations if recalled by the health commissioner or designee.

Minimum Qualifications:

Minimum of a high school diploma or equivalent as required by Healthy Families America. An Associate's Degree in Health, Human Services, Social Work, Early Childhood, or a related field is preferred. An LPN or similar license and experience working with families and children ages 0-3 is also acceptable.
Experience working with or providing services to children and families. Must demonstrate the ability to establish trusting relationships; acceptance of individual differences; experience and humility in working with culturally diverse families; and knowledge of infant and child

development.
Must be willing to engage in building reflective capacity, including introspection, awareness of self in relation to others, and recognition of the value of supervision. Infant mental health endorsement is preferred, if available in the state.
Must meet all applicable Help Me Grow, HFA, agency, and funder training, credentialing, background, and continuing education requirements.

Key Competencies:

Analytical/ Assessment Skills:

- Ability to relate to families from a strength-based model even in an apparently chaotic family environment.
- Ability to approach families from a family-centered service model.
- Ability to establish and maintain trusting relationships with families.
- Advocates for nurturing, nonviolent discipline of children and is knowledgeable about appropriate child guidance practices.
- Acceptance of individual differences and ability to partner with families without judgment.
- Experience and humility in working with culturally diverse families and communities.
- Knowledge of infant and child development. Infant mental health endorsement preferred.
- Knowledge of community resources and ability to make appropriate referrals based on family needs.
- Strong verbal and written communication skills, including the ability to conduct screening and assessment activities in a conversational, relationship-building manner.
- Willingness and ability to engage in reflective practice and reflective supervision.
- Ability to provide family-centered, strength-based, trauma-informed services that reduce risk and build protective factors.

Policy Development Program Planning Skills:

- Ability to administer assigned HFA screening/assessment tools objectively and reliably after required training and to use results appropriately for service planning and referrals.
- Knowledge of the core functions and essential services of public health, public health principles and disease process.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of proper English grammar, usage and spelling.
- Ability to keep accurate reports and records.
- Possesses organizational skills.
- Customer service skills – in person and via telephone (discretion, patience, etiquette, professionalism).

Communication Skills:

- Under general supervision, researches and summarizes specialized or technical information from varied sources.
- Provides administrative and technical/clerical support to Department activities related to development and implementation of community health assessment, planning, program and policy development, and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides clerical/technical and administrative

support to Departmental quality improvement, performance management, and evaluation activities.

Cultural Competency Skills:

- Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency
- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or departments/divisions.
- Processes mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; responds to mail that can be handled personally; identifies priority and/or time-sensitive matters; and maintains security and confidentiality.

Community Dimensions of Practice Skills:

- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Acceptance of individual differences.
- Experience and humility to work with the culturally diverse families.

Public Health Sciences Skills:

- Willing to engage in building reflective capacity (e.g. capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.).
- Under general supervision, prepares public health documents and reports.
- Provides orientation to staff, students and other health and human service professionals in the community regarding home visiting practices.
- Contributes to a work environment that fosters ongoing educational experiences regarding public health for colleagues, nursing, social workers and other health-related students, healthcare professionals and members of the community.
- Conduct comprehensive family assessments, including the administration of screening and assessment tools including, but not limited to, Ages & Stages Questionnaire, Safe Sleep Screening, Prenatal Depression Screening, Help Me Grow Safety Checklist, Adverse Childhood Experience Screening, Relationship Assessment Tool and Prenatal/Infant Health Assessment.
- Provide specialized and/or technical Department and Program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
- Establish, maintain, code, modify, track and/or retrieve information and compile data that may require information searches through files, contracts, records, or computer files, including spreadsheets and/or customized database applications; enter, obtain and/or verify information and make sure the appropriate disposition of evidence and/or exhibits follow established, clearly defined methods and guidelines.
- Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
- Maintain, inventory, order, collect and distribute supplies and/or equipment.
- Incorporates the Core Public Health Functions and Ten Essential Services of Public Health into the practice of the public health sciences.

- Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:
    - Must be able to be fitted and wear NIOSH 95 mask.
    - Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.
    - Exert up to 30 pounds of force occasionally, and/or a negligible amount of force constantly to move objects.
    - Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
    - Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

Financial Planning and Management Skills:

- Collaborates in activities such as time studies that contribute to the development of budgets and the efficient use of resources

Leadership and Systems Thinking Skills:

- With general supervision, manages projects that support public health interventions.
- Adheres to applicable Occupational Safety and Health Administration standards, such as those concerning exposure to blood borne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies
- Contributes to a work environment where performance management, continuous quality improvements in service and professional practice are pursued
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups
- Promotes mentoring, peer advising, coaching or other personal development opportunities for the public health workforce, including him or herself

Work Environment:

- General office setting in health department facilities, as well as community sites including clients' homes, restaurants or other workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical or hostile behaviors and/or communication.

Physical Demands:

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. While performing the duties of this position it is regularly required to sit and write, to operate a

computer and printer, fax machine, photocopier, calculator and use telephone communication devices. The employee must be able to sit and drive a car to transport him/herself to clients' homes, meetings or other offices. Must be able to walk around the office, up and down stairs, and be able to do light lifting.

Confidentiality:

- CCPH employees may have access to or be required, as part of the duties of this job, to view, use, and/or be aware of certain protected health information or other facts about individuals that are of a highly personal and confidential nature. Employees must follow and adhere to all HIPAA and CCPH confidentiality and privacy policies and practices. Employees may also be required to follow additional confidentially policies or practices required by certain programs or business units.

Safety:

- CCPH promotes a safe work environment. Employees must follow all safety policies and procedures to ensure an accident-free workplace.

Mental Demands:

- Must be able to assume a wide range of responsibilities, to work with staff who vary in their work styles, and to work under pressure. Willingness to work irregular/extra hours, evenings, weekends, and travel in or out of state as necessary. Provide timely response to requests and deadlines. Receive, process, and provide visual, verbal, and written information.

Job Performance Evaluation:

- The employee will be evaluated at least annually, but more often if performance warrants it.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be interpreted as an exhaustive list of all responsibilities, duties, and skills required of personnel assigned to this position.

This position description has been reviewed with me.

Employee:

Name	**Title**	**Date**

Supervisor:

Name	**Title**	**Date**