**General Description:** The Family Support Liaison is an integral part of the team working to increase family Protective Factors through parenting activities and case management. Under the direct supervision of the Program Manager, the Family Support Liaison will support families utilizing case management, teaching, data entry, and coordination skills in a professional environment to support the program and enrolled families. This position is responsible for developing service plans utilizing the Standards of Quality for Family Strengthening and Support to ensure high quality services. The Family Support Liaison will model the LSS-SW shared values for staff, volunteers, and the community.

**Essential Duties & Responsibilities**

<table>
<thead>
<tr>
<th>WEIGHT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td><strong>Case Management:</strong> Provide families with case management and support to increase a family’s Protective Factors. Case management responsibilities may include but are not limited to screening and interviewing potential clients, developing action plans and goals with families based on the family’s identified needs. Connect clients with resources including training and referrals to community-based services for positive parenting practices, family’s social emotional wellbeing, services for housing stability, food security and both formal and informal family support. Maintain a case load of 10 families by monitoring and recording clients’ progress to ensure that goals and objectives are met.</td>
</tr>
<tr>
<td>30</td>
<td><strong>Parent Educator/ Preschool Teacher:</strong> Facilitate and support implementation of Parenting Activities designed to increase parental knowledge of child development, positive parenting practices, community resources, personal wellbeing and increasing informal support systems. Duties may include but are not limited to; before class set up, after class clean up, interacting with parents participating in activities or providing childcare during adult only learning sessions.</td>
</tr>
<tr>
<td>15</td>
<td><strong>Data Entry:</strong> Collect and maintain secure case files in accordance with documentation standards and requirements. Document outcomes and required family level data in level data into Family Resource Center data tracking system to meet funder and LSS-SW administration outcome reporting. Duties may include but are not limited to entering attendance, family intake, family screenings, family referrals and follow up, action plans and case notes in the Family Resource Center data tracking system.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Program Coordination:</strong> Present and role model a professional attitude, greeting families upon arrival at the center, respecting cultural and ethnic differences and always wear professional attire. Plan and implement monthly center based parenting activities and parent education. Coordinate space with community partners for center-based activities.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Outreach/ Community Collaboration:</strong> Participate in Development and Implementation of Regional Outreach Plan. Duties may include but are not limited to: Establishing and maintaining relationships with other community agencies and stakeholders to share information about the LSS-SW FRC program. Attending Community meeting and events to share information about LSS-SW FRC programs to recruit new families.</td>
</tr>
<tr>
<td>2.5</td>
<td>Follow internal protocol immediately with regard to safety, health, and environment of the client and employee workspace and workplace equipment.</td>
</tr>
<tr>
<td>2.5</td>
<td>Perform other related duties as assigned.</td>
</tr>
</tbody>
</table>
Examples of a Daily Schedule: for Family Support Liaison may be visiting a family in their home to explore their success of completing an action plan. Setting up, facilitating, and cleaning up small group learning experiences, collaborating with community partners to meet the needs of families, documenting case notes in a family’s file, and entering data to document family outcomes for funders.

Qualifications Requirements
To perform this job successfully, the 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, Ability
• Bachelor’s Degree in education, social services, behavioral health or a closely related field and two years relevant work experience is preferred. Four years in family support, social services or early childhood and/or training; equivalent combination of education and experience may substitute for a bachelor’s degree.
• Ability to participate as a member of a team, including collaboration, cross-training, and mutual assistance.
• Experience and comfort working with young children birth to 12
• Knowledge of human service systems and resources.
• Current CPR, First Aid certification, Current Level 1 Fingerprint Card and proof for freedom from TB.
• Obtain and maintain up to date COVID 19 vaccinations when available.
• Clear a criminal background and motor vehicle screening; must have a clear driving record for at least 39 months.
• Current Level 1 Fingerprint Card and proof for freedom from TB.
• Obtain and maintain Service Coordination Curriculum Certification/Accreditation relevant to position.

Ongoing Professional Development
• Create and implement an annual Professional Development Plan related to professional growth in this position.
• Complete and Maintain Certification in Standards of Quality for Family Support and Strengthening
• Participate in ongoing Professional Development Training per fiscal year related to this position.
• Obtain and maintain Service Coordination Curriculum Certification/Accreditation relevant to position.

Language Skills
Bilingual English/Spanish is strongly preferred. Ability to communicate clearly. Ability to listen and perceive need, working with people from diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community.

Mathematical Skills
Good ability to calculate figures.

Reasoning Ability
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions when appropriate and when to solicit guidance from the Senior Coordinator: Family Coach.

Physical Demands/Work Environment
The physical demands and work environment characteristics 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 may be required to sit or stand for long periods of time.
- The employee frequently is required to use hands to hold objects and operate office equipment.
- The employee is required to be able to listen and communicate effectively.
- The employee may be required to occasionally lift and/or move up to 25 pounds.
- The noise level in the work environment varies with the activity level of the facility.
- The employee must be willing to drive to client’s home and able to orientate and navigate well within Program’s boundary.
- Maintain valid AZ Driver License, vehicle insurance and reliable transportation.
- Ability to work within mission of LSS-SW.

I have read and understand this document. I have had an opportunity to discuss this document with my supervisor.

_________________________________________  ____________________________
Employee Signature                                           Date

_________________________________________
Employee Print Name

_________________________________________  ____________________________
Supervisor Signature                                       Date