JOB DESCRIPTION

JOB TITLE: PARENT SUPPORT SPECIALIST
DEPARTMENT: FAMILY SERVICES PROGRAM
FLSA STATUS: FULL-TIME EXEMPT
REVISION DATE: March 2020

POSITION SUMMARY:

The Parent Support Specialist is responsible for providing culturally appropriate, evidence-based, or evidence-based informed parenting classes and support in Spanish. The position helps parents and caregivers gain the knowledge and skills required to raise healthy and happy children. The Parent Educator is required to help a family when they are seeking help, in crisis or because a court has recommended parent education courses. The classes can be held in different neighborhoods where Latinos reside, so that they are easily accessible. The Parent Educator will receive training on some courses, and is responsible for also staying up-to-date on evidence based, and/or evidence based informed courses for Latino parents.

ESSENTIAL RESPONSIBILITIES:

- Designs and facilitates appropriate parent education programs to support parents in raising healthy and happy children.
- Identifies appropriate learning materials and provides materials/handbooks to parents regarding child development, parenting styles and other relevant issues.
- Is available to parents to provide guidance and support in their journey as parents on an individual basis, as well as in a group setting.
- Adheres to all policies, laws, regulations, and codes of ethics and confidentiality as outlined by federal and state laws and agency policies and procedures.
- Advocates with community partners on behalf of clients and families for services, basic needs, and other related issues.
- Composes or prepares correspondence, case notes, charts, narrative and technical reports, notifications, and related documents using computer-based applications.
- Prepares reports by collecting, analyzing, and summarizing results data and trends.
- Cooperates with the leadership team to compile statistics to complete grant and subsidy applications.
- Updates job knowledge by participating in community events/meetings, educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
EDUCATION/EXPERIENCE/CERTIFICATIONS:

- Bachelor’s degree in social work or related field required; OR
- Two – three (2-3) years’ experience in a social service environment
- Act 33/34 and FBI Clearances and valid PA driver’s license are required
- Complete Recognizing and Reporting Child Abuse Mandated and Permissive Reporting in Pennsylvania

OTHER SKILLS/ABILITIES:

- Ability to establish and maintain effective relationships with key internal and external clients and community members
- Excellent active listening and speaking skills to counsel parents in a clear and understandable manner
- A passion for customer service and a craving to work in a fast paced/high volume environment
- Must be bilingual in Spanish and English and culturally sensitive to the needs of the Latino community
- Ability to prioritize, multi-task and plan work activities effectively
- Ability to deliver results and establish a reliable track record
- Experience motivating and supporting others
- Recognize and be responsive to the needs of all internal and external clients
- Communicate effectively in both written and verbal form

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Director of Family Support Services
Title(s) of direct reports (if applicable): NA

WORKING CONDITIONS: Works in a normal office setting with no exposure to adverse environmental conditions.
1) Travels throughout Allegheny County conducting in-home visits; 2) Frequently required to work at a fast pace; 3) Requires considerable concentration and creativity

Note: This position description is intended to describe the general nature and level of work being performed by employees in this job. It is not an exhaustive list of all responsibilities, duties, and skills that may be necessary for this role. Personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.