



**Job Title:** Bilingual Family Support Specialist  
**Reports To:** Program Manager  
**Department:** Programs  
**Location:** Gainesville, GA  
**FLSA:** Exempt

**Job Summary:**

Working with the Healthy Families America Program the Family Support Specialist is responsible for working in a home-based intervention program with families of infants, toddlers, or children. The primary role of the Family Support Specialist is to develop strong relationships with families in order to provide service coordination, support, and training to assist families in meeting the needs of their children and enhancing parents' role as the primary influence on their child's development. Duties include working with families in identifying and achieving goals; promoting positive parent-child relationships and interactions, and providing child development education.

**Responsibilities:**

- Reviews hospital or clinic records in accordance with confidentiality policies and interviewing/conducting the identified assessment tool with new parents or first-time parents (prenatally and/or immediately after the birth of their child) to determine eligibility for home visitation services
- Initiates and maintains regular and long-term (up to three years) contact/support with families which will occur primarily within the family's home
- Responsible for assisting the family in establishing goals and a plan for accomplishment of those goals, as well as the assessment of the normal growth and development of the target child
- Establishes and continues to build trusting relationship to support family-centered and strength-based interventions
- Assists in strengthening the parent-child relationship
- Assists parents in improving their skills to optimize the home environment
- Improves the family support system; and increases the family's ability to problem solve and assume the role of advocate for themselves and their children
- Identifies and refers contact/appointments at other appropriate community-based agencies, including health care appointments, depending on the family's needs
- Make appropriate referrals to and follow-up with community partners for further assistance to clients
- Attends and participates in meetings, weekly supervision, and quality improvement activities as required
- Communicates effectively and demonstrates courteous and cooperative behavior with clients, referral sources, community partners, and colleagues
- Participate in training opportunities to maintain individual and organizational competency in assigned areas of responsibility. This includes:

- Demonstrating competencies identified for certification as Family Support Specialist and required Policies and Procedures
- Consistently updating knowledge and skills relevant to position responsibilities
- Attending in-services, conferences, workshops, and required agency meetings as appropriate
- Maintains documentation in compliance with state, federal, professional and ethical guidelines
- Furthers the mission of the organization through active support of the strategic goals
- Other job-related duties as assigned

**Requirements:**

- Bilingual and able to read, write, and speak Spanish proficiently
- Minimum of a high school diploma or equivalent, college degree preferred
- Experience in working with or providing services to children and their families
- An ability to establish genuine trusting relationships
- Acceptance of individual differences
- Experience and willingness to work with the culturally diverse populations
- Knowledge of infant and child development
- Open to reflective practice and supervision

**Work Environment:**

This position is located at Wellroot office in Gainesville, Georgia, and the work is conducted in an office setting and across the campus

- Fast-paced, working with vulnerable clients.
- The ability to maintain a flexible work schedule which will include evenings and weekends is required
- Must be able to lift up to 25 pounds
- Usually sits in front of a computer 50% of the time
- May be subject to imposed deadlines
- May be subject to hostile and emotionally upset clients, staff, family members, or the general public at times
- Possible telehealth and remote work
- Work travel for home visitations
- Has regular contact with clients and their staff, family members, and the general public
- Work in a variety of settings. Sit, stand, walk, bend, lift, move, squat, climb stairs, reach above shoulder level, kneels, push, or pull intermittently during working hours.

Incumbent Name (please print)

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Incumbent signature

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Date

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