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**JOB TITLE:** Home-Based Family Support Worker  
**TYPE:** Full time – Non-Exempt  
**LOCATION:** Tucson, AZ  
**REPORTS TO:** Family Preservation Program Supervisor

### **ABOUT JFCS**

Jewish Family & Children's Services of Southern Arizona (JFCS) is a nonprofit, non-sectarian behavioral health agency that provides specialized therapy, counseling, and social services to the greater Tucson community. For over 76 years, JFCS has helped thousands of children, families, adults and seniors regardless of religion, race, ethnicity, gender, age or ability to pay.

### **POSITION SUMMARY**

Working in partnership with the Team Lead, the Family Support Worker directly assists the family by providing support services to aid in the completion of non-therapeutic objectives listed in the family's Service Plan (e.g. resource referral, parenting education, transportation, budgeting, etc.). Must be able to respond in a manner that is clinically and culturally responsive to complex/multi-stressed families.

### **ESSENTIAL RESPONSIBILITIES**

1. Referrals: responds to all referrals in accordance with contractual requirements for timeliness, documentation and communication.
2. Provides support and case management functions to address needs and concerns as outlined in referral and service plan; incorporate family's voice, preferences and needs
3. Provides parent education activities using agency approved curriculum
4. Completes training activities and guidance using agency approved best practice modalities.
5. Works in partnership with Team Leads to ensure that families' needs are addressed
6. Carry caseload of approximately 10-15 families.
7. On-call responsibility to support families in the event of crisis.
8. Performs record keeping functions in accordance with program policies.
9. Maintains files using agency electronic health record
10. Adheres to the policies, procedures and standards as prescribed by JFCS.
11. Maintains confidentiality
12. Demonstrates proficiency with electronic health record as appropriate.
13. Performs other duties and responsibilities as assigned.

## **WORK HOURS, SCHEDULE & FLEXIBILITY**

This position requires work in non-traditional work hours to meet the needs of referred families. This is a home-based position; frequent travel to and from families' homes and other locations is required.

## **COMMUNICATION AND INTERFACE**

- Engage in respectful and ongoing communication and problem solving with others
- Act as a positive and professional ambassador for the Agency both internally and in the greater community.
- Excellent written and oral communication skills

## **SUPERVISION**

Family Support Workers are required to participate in weekly group and/or individual supervision/consultation with Program Supervisor.

## **REQUIREMENTS**

- Bachelor's level in related field, or HS/GED with at least five (5) years of related work experience working with complex/multi-stressed families
- Must have reliable transportation, and driving record free from moving violations; Proof of insurance, license and registration required.
- Proficient/skilled in Microsoft Office applications.
- Can perform the duties of the job in a stressful environment.
- Knowledge of basic office equipment use including copy machine, scanner, computer, printer.
- Strong written, verbal, presentation and communication skills
- Positive attitude, proactive mentality, responsive, and strong work ethic

## **PROBLEM SOLVING AND JUDGEMENT**

- Follow established procedures while being creative and taking initiative
- Take all practical steps to ensure a work environment that is safe, friendly, helpful and free from harassment or bullying.
- Must be able to handle all facets of the business both standard and non-standard situations.
- Ability to work in a multi-cultural and multi-language environment and be able to work through translation services if not fluent in a second language.
- Must be able to work in a team approach and value collaborative partnerships with families and professionals equally.
- Must be willing to accept feedback, and respond in professional manner.

*Employee must perform approximately 80% of essential responsibilities to qualify for classification in this position. Reasonable accommodations will be made to enable an individual with disabilities to perform the essential responsibilities of the position.*

Jewish Family and Children’s Services of Southern Arizona may need to revise or change the essential and supplemental responsibilities of the position as the need arises. This job description does not constitute a written or implied contract of employment.

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Signature of Employee

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Date Signed

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Signature of Manager or Supervisor

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Date Signed