



FIRST 5 FIRST STEPS

FAMILY SUPPORT SUPERVISOR

DEPARTMENT: INS
REPORTS TO: Program Coordinator
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAYRATE: D.O.E.

POSITION PROFILE:

The Family Support Supervisor is responsible for providing ongoing, intensive, reflective supervision to the direct service staff for First 5 First Steps, a home-visiting program for families in the Central/North Central Region of San Diego. Duties include: weekly supervision of Family Support Workers (FSWs), referral support, and assisting staff in providing family-centered, strength-based interventions for parents.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Conduct weekly, intensive, reflective supervision with Family Support Workers for professional growth and support
- Support FSWs with any concerns and challenges they may face in working in overburdened communities to avoid burnout
- Coordinate closely with other management staff to ensure appropriate referrals for program clients to other agency and partner programs
- Complete data entry and other required program documentation in a timely manner and oversee FSWs' case notes and documentation for accuracy and thoroughness
- Participate in staff training, including identification of training needs and coordination of training opportunities for project staff
- Assist with parent meetings
- Conduct community outreach and oversee project staff outreach activities
- Ensure staff is implementing Healthy Families America and Parents as Teachers evidence-based models with fidelity
- Remain culturally sensitive and respectful in all client, staff and community interactions
- Participate in meetings, trainings and professional development activities as required
- Maintain confidentiality, discretion and sound, independent judgment
- Communicate positive and negative feedback from clients and community through Program Coordinator to senior management
- Keep informed about the agency, its programs and services
- Accurately represent the agency and maintain positive working relationships with agency staff/coworkers, community partners, clients, and funders
- Other tasks as assigned by the Program Coordinator



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QUALIFICATIONS (Education, Experience and Certifications):

- Master's Degree in Child Development, Human Services, Social Work or related field preferred
- Experience in home visitation with a strong background in primary prevention services to the 0 to 3 age population
- Previous experience managing in a collaborative environment
- Computer skills including MS Word, Excel, Outlook and data entry
- Competency and experience in working with people from a wide variety of cultures and backgrounds
- Experience working with teens, military families and/or immigrants and refugees desirable
- Access to reliable transportation and willingness to use for job-related tasks

KNOWLEDGE, SKILLS AND ABILITIES:

- Bilingual English and Spanish preferred
- Supervisory and counseling skills
- Deep knowledge of community resources for infants, children and families
- Ability to maintain boundaries between personal and professional life

WORKING CONDITIONS:

ENVIRONMENT: Office setting. Job could include minimum to high intensity noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to walk; use hands and arms to perform repetitive motions; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.