

JOB DESCRIPTION

	<u>Community Support Specialist (CSS)</u>	
Name	Job Title	Grade
Family Preservation System		
Supervisor's Name	Supervisor's Title	

I. MAJOR DUTIES AND RESPONSIBILITIES:

A. Position Description

Provide one-on-one support to high-risk children and youth in their homes and community. Includes the provision of supervision for safety, assistance in accessing and participating in community activities, and mentoring and coaching positive social skills. Work as a team member with other professionals.

B. Position Responsibilities

1. Universal job skills: All Family Preservation employees will demonstrate the ability to:
 - a. Communicate role, responsibility and agency philosophy in order to assure mutual respect, confidence and trust with the child and family and other stakeholders.
 - b. Provide non-judgmental, unconditional support to the child and family.
 - c. Assess for immediate safety and stabilization needs.
 - d. Customize helping approaches to fit the family's uniqueness, personality, culture and interest.
 - e. Report relevant information to the right people at the right time.
 - f. Maintain a focus on strengths, needs and creative solutions.
 - g. Utilize the family's expertise in problem solving and solution seeking.
 - h. Work interdependently with others toward common goals.
 - i. Respond to family's and children's needs in a timely fashion.
 - j. Complete required documentation within established timeframes.
 - k. Instill hope for the future by communicating and behaving with confidence and reassurance.

2. Welcome, Engagement and Assessment: The skilled Family Preservation CSS will demonstrate the ability to:
 - a. Engage and build positive rapport with family.
 - b. Explain Agency values, mission and services in a way that families feel welcomed and engaged.
 - c. Support family during stabilization by providing rest, relief and safety.
 - d. De-escalate safely, effectively and confidently.

- e. Communicate and coordinate with other involved staff.
 - f. Work with family to follow rules for each outing.
3. Assessment and Individualized Service Planning: The skilled Family Preservation CSS will demonstrate the ability to:
 - a. Communicate any observed needs to the appropriate co-worker.
 - b. Communicate safety concerns to appropriate co-workers.
 - c. Provide input and feedback to appropriate staff for the development of the plan.
 - d. Consult with supervisor and Therapist/Care Coordinator when needed.
 4. Implementing Services: The skilled Family Preservation CSS will demonstrate the ability to:
 - a. Discuss/communicate your role in the plan with the family.
 - b. Recognize signs of impending crisis and effectively work to diffuse the situation.
 - c. Adapt and modify activity to fit the immediate situation.
 - d. Reassure the family with coaching and calming techniques.
 - e. Model and teach appropriate social behavior and skills.
 - f. Communicate consistently and positively with the child/youth/family in ways they can understand.
 - g. Set, communicate and consistently implement appropriate boundaries.
 - h. Connect-and introduce youth and family to activities in their own community.
 - i. Assess, plan and implement activities that promote continual growth, self-expression and awareness.
 - j. Identify positive relationships for the child and family.
 - k. Reflect and communicate youth's perspective when others cannot.
 - l. Provide direct supervision and re-direction of children.
 - m. Focus on strengths, needs and creative solutions and inspire others to follow this format in problem solving.
 - n. Communicate and coordinate with the parent and others around schedule and activities.
 - o. Provide multiple options or alternatives if original "outing" is not working (with approval).
 - p. Communicate with others about what the youth does well.
 - q. Modify intervention to fit family's culture.
 - r. Seek assistance and report incidents to the right people at the right time.
 5. Transitioning Services to Natural and Other Community Supports: The skilled Family Preservation CSS will demonstrate the ability to:
 - a. Rehearse crisis drills/coping with family.
 - b. Focus on successes and plans for future with confidence.

II. QUALIFICATIONS:

A. Minimum Qualifications

1. Age 21 or older per DSHS requirements.
2. High school diploma/GED
3. Washington State Counselor Registration (HIV/AIDS training required).

4. Must have reliable transportation, valid driver's license and automobile insurance.
5. Pass background check through DSHS & Washington State Patrol.
6. Availability to work flexible hours (evenings, nights, weekends).
7. Proof of negative TB test within past 12 months.

B. Preferred Qualifications

1. A.A. or B.A. in social sciences, social services or mental health field background.
2. One year relevant experience with social services and mental health agencies working with people who need assistance.

All employees working in Agency have the responsibility for developing and safekeeping a workplace that values and supports a culturally diverse work environment. Employees' treatment of each other, their willingness to try new ways and ideas--all these things contribute greatly to the organization's success in providing an open, culturally enriched and diverse workplace.

Employee

Date

Supervisor

Date

System Director

Date

Agency Director of Human Resources

Date