



## Family Support Specialist Job Description

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**Mission:** Our mission is to provide safety, healing, and justice for children victimized by abuse through professional assessment, counseling, and education in a compassionate and collaborative approach.

**Job Title:** Family Support Specialist  
**Job Classification:** FTE/Not Exempt  
**Salary Range:** Depending on qualifications

**Job Relationships:**

**Reports to:** Director of Programs/Executive Director  
**Supervised by:** Director of Programs  
**Coach:** Lead Forensic Interviewer-job skills  
**Supervises:** N/A

**Summary:** The Family Support Specialist provides crisis intervention, case management and information and referral services to children and their non-offending family members in accordance with the mission of Scotty's House Child Advocacy Center.

**Essential Functions:**

- Provide each of the non-offending family members of each child referred to Scotty's House in order to:
  - provide crisis counseling
  - provide information and referral
  - provide case management
  - assist in completing crime victims' compensation forms
  - assistance with counseling referral and any needed follow-up
  - complete a needs assessment on each family and make appropriate referrals to community agencies as needed
- Assists non-offending caregivers with filling out intake paperwork and explaining their rights as victims.
- Provide long-term follow-up and case management to assist families with any additional services needed after their initial visit to the center.
- Serve as a liaison between forensic staff and counseling staff, ensuring that information regarding any needs of the child or family are adequately communicated and addressed.
- Coordinate services between MDT and prosecutor's offices to ensure all appropriate services are provided to the child and family in preparation for trial.
- Maintain case-related data.

- Attend MDT case staffing meetings when appropriate.
- Assist center staff, moderators, and clients during educational programs as needed.
- Participate in professional development and on-going training activities.
- Provide on call, after hours coverage as scheduled by the Director of Programs.
- Perform other related duties as requested by Director of Programs and Executive Director.

***Minimum Requirements***

- Bachelor of Science or Bachelor of Arts degree in psychology, social work, criminal justice or related field; Master's degree preferred.
- Two years demonstrated relevant work experience, including work with families at risk.
- Able to read, write and speak English proficiently.
- Strong reading and evaluative skills required.
- Able to be organized, detail-oriented, and self-prioritize.
- Able to evaluate case information.
- Strong interpersonal and communication skills.
- Sensitivity to and awareness of unique needs of minority cultures and diverse ethnic groups.
- Effectively work with others in a team environment and maintain composure in high stress situations.
- Must have valid driver's license and proof of liability insurance.
- Must pass criminal and civil background checks.
- Able to maintain confidentiality and present in a positive, professional manner at all times.
- Regular and reliable attendance.
- Personal qualities of integrity, credibility, and dedication to the mission of Scotty's House.

***Physical Requirements***

- Able to sit, walk, stand, bend, squat, kneel and twist on an intermittent and sometimes continuous basis.
- Able to grasp, push, pull objects and reach overhead.
- Able to operate a telephone and computer.
- Able to lift up to 20 lbs.
- Moderate independent travel by private auto required.