*Florida Baptist Children's Homes|One More Child is an equal opportunity employer*

# JOB DESCRIPTION: CAREGIVER SUPPORT SPECIALIST

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| **Department:** | Foster Care |
| **Reports To:** | Director of Caregiver Emotional Support |
| **Recruited By:** | Director of Caregiver Emotional Support |
| **Approved By:** | Senior Director of Foster Care |
| **Organizational Unit:** | Foster Care |
| **Status:** | Full-Time |
| **Classification:** | Exempt |

## JOB SUMMARY

The Caregiver Support Specialist plays a pivotal role in serving caregivers of children who are known to the child welfare system. The Caregiver Support Specialist works with the Director of Caregiver Emotional Support to develop and coordinate a network of churches, community partners, and business to provide wraparound support for caregivers of children who are known to the child welfare system. The Caregiver Support Specialist also serves as the program's "child welfare expert" to assist caregivers, as needed, in understanding the case plans/other child welfare paperwork/legal proceedings for the children in their care.

## ESSENTIAL DUTIES AND FUNCTIONS

- In the absence of the Director of Caregiver Emotional Support, to assist with oversight ofthe day-to-day operations of the Caregiver Support Program and staff.
- To meet and maintain the One More Child standards and goals, as outlined in the annual goals developed by the Director of Caregiver Emotional Support and Senior/Executive Director of Foster Care.
- To serve as the program's "child welfare expert" to assist caregivers and staff, as needed, in understanding the case plans/other child welfare paperwork/legal proceedings for the children in their care.
- To work with the network of support to provide caregivers needed support and/or to link caregivers with opportunities to receive all necessary trainings, which are complete, current, and compliant with program standards.
- To ensure/document contact (visits, calls, e-mails, etc.) occurs at least once/month with all caregivers assigned to OMC for support.
- To assist with providing wraparound support for all caregivers assigned to OMC for emotional support and to assist with providing 24-hour on-call support/coverage to the families, which includes but is not limited to, answering/returning calls related to support requests in a timely manner.
- To work with the network of support to provide volunteers needed support and/or to link volunteers with opportunities to receive all necessary trainings, which are complete, current, and compliant with program standards.
- To maintain updated case records, files, and database records in an efficient manner.

- To maintain a cooperative working relationship with community agencies/partners and other referral/funding sources.
- To represent OMC at booths/speaking events as well as internal meetings, as needed (including evening and weekend hours), as requested by the Director Of Caregiver Emotional Support and/or the Senior/Executive Director of Foster Care.
- To participate in continuing education opportunities, including agency in-service training, professional seminars, workshops, and conferences and to ensure that all training required by OMC, statutes/administrative codes, and/or the local CBC/DCF are fulfilled annually.
- To perform all other duties as assigned.

## MINIMUM QUALIFICATIONS

- Bachelor's degree from an accredited college or university.
- Experience with/knowledge of the child welfare system.
- Experience in public speaking, project management, development and PR, budget management, and strategic planning is strongly desired.
- Successful completion of required background screenings
- Florida Driver's License within 30 days of hire
- Has and will maintain a current driver's license with a satisfactory driving record (6 points or less)

## KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Knowledge of the child welfare system and ability to help other staff/caregivers understand the child welfare system as well as documents/etc. pertaining to such.
- Strong customer services skills with the innate ability to recognize one's customer and to respond accordingly.
- Computer and systems skills including experience with Microsoft Word and Excel.
- Ability to establish and nurture trusting and supportive relationships.
- Ability to communicate effectively with a diverse group of people, in varying settings and often during challenging life circumstances.
- Strong attention to detail in regards to completing quality and timely case records/reports.
- Ability to assess needs and determine suitability of referrals/placements.
- Ability to observe and make accurate assessments of situations.
- Ability to work with frequent interruptions and in stressful situations; ability to respond in crisis situations.
- Presents him or herself outside the agency in a manner in keeping with the agency's core values and guiding principles.
- Ability to maintain confidential employee and company information.
- Ability to understand and follow oral and written instructions, meet deadlines, and work independently.
- Ability to solve daily problems by analyzing situations, determining next step and implementing them.
- Ability to comprehend and process information rapidly and accurately.
- Skills in effectively organizing work, files, records, etc., to maintain efficient workflow.
- General knowledge of standard office practices and office equipment.
- Strong writing, grammatical and punctuation skills.

- Ability to effectively prioritize and shift gears when necessary to meet changing circumstances.
- Excellent time management skills with the ability to manage multiple responsibilities and non-negotiable deadlines while traveling extensively.
- Good understanding of healthy family dynamics, conflict resolution, problem solving, interpersonal relationship skills and child development.
- Good understanding of the impact that trauma has on children/families and is competent in trauma-informed practices.
- Ability to relate positively to caregivers needing support services and have the ability to establish nurturing, positive relationships.
- Ability to assess needs and determine suitability of referrals.
- Willingness to speak and represent OMC at churches/events after office hours and on weekends.

## SPIRITUAL QUALIFICATIONS

- Must have had a personal conversion experience with Jesus Christ and have been scripturally baptized.
- Must have a sense of commitment to ministry through vocation.
- Possess a sincere desire to seek God and His kingdom.
- Demonstrate personal and devotional habits and practices such as Bible study, prayer and daily meditation as evidenced.
- Accept the Baptist Faith and Message Statement (2000). Be familiar with the general theological beliefs of Southern Baptists.
- Be a member of a New Testament, evangelical Church in the local community and attend regularly.
- Engage in a Christian lifestyle and engage in witness activities as a normal part of life.

## PHYSICAL DEMANDS

**These physical requirements are not exhaustive and the Company may add additional job-related physical demands to these if the need arises. Corrective devices may be used to meet these physicalrequirements.**

While performing the duties of this job, the employee is regularly required to sit, talk, and/or listen. The employee frequently is required to use hands to grasp and complete clerical duties, which include, but are not limited to filing, typing, and data entry. The employee is occasionally required to walk and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to drive/operate a motor vehicle.

This job requires the ability to work in stressful conditions from time to time and remain focused for extended periods of time. The ability to lift up to 30 pounds (boxes, documents, and equipment).

## WORK ENVIRONMENT

**The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

Job functions are performed in a variety of settings, including office environments, public settings

(churches/conference centers/etc.) and private settings (e.g. the homes of foster families/prospective foster families/etc.). Office locations and situations vary throughout the state. The position requires considerable flexibility in scheduling and possible travel throughout the region. Work schedules include the routine need for availability to complete after-hours work (e.g. evenings, weekends, holidays, etc.) as part of the regular work schedule.

*I understand this job description is not intended to be an "all-inclusive" list of the requirements of this position, but to describe the general nature of the job and a reasonable representation of its activities. I also understand that additional related responsibilities may be identified by the company and listed as such in my performanceappraisal.*

Print Name:_____ Signed:_____ Dated: _____