



**C. Waldo Scott Center for H.O.P.E.  
3100 Wickham Avenue, Newport News, VA 23607  
757-244-9223**

**Position: Family Support Specialist  
Position Description (2)**

**General Statement of Responsibility:**

Perform professional social work services for youth and adults seeking a variety of programs, services, and support through the C. Waldo Scott Center. Family Support Specialist provides services to individuals and families to enhance their lives in the areas of education, life skills, health, and employment.

**Essential Job Functions:**

Family Services Specialist assesses the strengths and needs of individuals and families to determine the areas which require supportive services. Develop and implement a service plan to ensure engagement in areas of identified need and monitor progress. Provide referrals as necessary. Advocate on behalf of individuals and families affiliated with the Scott Center.

Provide supportive counseling to individuals and families to address presenting concerns which may include crisis situations, academic challenges, behavior concerns, parenting, etc.

Plan, implement, and evaluate prevention and early intervention group sessions and programs, on-site and off-site, addressing the areas of education, employment, life skills, and health. Work with other community providers to facilitate such groups on-site for individuals and families affiliated with the Scott Center. Develop a 7 to 8-week summer enrichment program for youth and other out-of-school time programs.

Maintain efficient records and documentation in all aspects of social work activities, adhering to agency policy and protocol, to include case file documentation, completion of program proposals, completion of agency intake and assessment forms, group session forms, program summary evaluations, per agency protocol. Maintain and submit monthly service workload reports according to agency protocol.

Collaborates with other agencies to develop and coordinate resources in order to establish effective service delivery for individuals and families affiliated with the Scott Center and residents of the community. This will include home and school visits.

Attend community events or other activities to promote the Scott Center and programs and services provided by the agency.

Perform other duties as assigned.

**Required Knowledge:**

Knowledge of social work principles and practices. Knowledge of community based programs and services to effectively serve community residents.

Knowledge of case management principles and practices to coordinate and evaluate delivery of services and programs.

Knowledge of effective customer service skills to provide exemplary service to individuals and families affiliated with the agency and residing in the community.

**Required Skills:**

Possess critical thinking skills, using logic and reasoning to understand, analyze, and evaluate complex situations and identify effective solutions/approaches to the situation (service practice).

Effective interpersonal relationship skills, which foster cooperative and professional relationships with individuals, employees, managers, and representatives from other organizations.

Effective use of judgement and decision making skills to view a situation, establish priorities, and consider the cost and benefits of potential actions, selecting the most appropriate choice to resolve complex matters.

Efficient technology skills to include use of a personal computer with word processing software, data spreadsheets, and related software with reasonable speed and accuracy; use of multi-line telephone system; and use of copy machine.

**Education and Experience:**

- Requires a Bachelor's Degree in the human services field (Social Work, Human Services, Sociology, Psychology, Counseling, Guidance & Counseling); or a Bachelor's Degree in any field and 2-4 years of related human services experience.
- Must have an agreeable personality and ability to work in a fast-paced and intense work situation.
- Have knowledge of area services, programs, organizations, and agencies that help families, as well as providing services to diverse income individuals in need.

**Additional Requirements:**

Acceptable background checks to include criminal history, sex offender registry check, Child Protective Services, and Division of Motor Vehicle. Individuals in this position cannot be identified as having a founded child abuse or neglect complaint.

A valid Virginia driver's license with an acceptable driving record, to be maintained throughout employment. Reliable transportation to work.

**Physical Requirements:**

Ability to engage youth and supervise youth and adults in activities involving physical movement on-site and off-site.

Ability to drive a 15 passenger van to assist with client(s) transportation.

Tasks may involve extended periods of time at keyboard or work station.

**Salary & Benefits:**

This is a full-time position (40 hours per week). Salary range is \$36,000 to \$40,000 contingent upon experience. Benefits include health insurance and accrual of paid leave.

C. Waldo Scott Center is an Equal Opportunity Employer (EOE).