Job Description

Job Title: HFA Family Support Specialist  Grade:

Department: Health Education and Outreach  Requisition No.

Reports to: HFA Supervisor

Our Mission:
To provide quality, integrated, innovative health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well-being

Qualifications

The Family Support Specialist is an integral member of the Expansion Select Home Visitation Program, funded by First 5 LA at The Children’s Clinic, Serving Children and Their Families. Using strengthening strategies, the Family Support Specialist will assist new parents in bonding with their children and supporting all aspects of their child’s development in the context of their environment. This position will interface with other TCC departments, community based organizations, patients and community members as needed in order to build and sustain partnerships to systematically engage overburdened families in home visiting services, cultivate and strengthen nurturing parent-child relationships, promote healthy childhood growth and development and enhance family functioning by reducing risk and building protective factors. The Family Support Specialist must be willing to provide high quality patient centered care in order to achieve the objectives and mission of The Children’s Clinic, Serving Children and Their Families.

Position Requirements:

- Bilingual in English/Spanish or English/Khmer preferred.
- Bachelor degree preferred.
- Driver’s license required.
- Maturity and experience in successfully working with children (0-3 years of age) and their families
- Knowledge of normal child growth and development and parent-child relationships
- Ability to communicate with all audiences and deliver professional presentations.
- Ability to work with diverse patient populations and at-risk clients in an empathetic non-judgmental and professional manner.
- Excellent computer skills with Microsoft Word, Microsoft Excel, and internet required; experience working with medical management software a plus.
- Ability to problem solve and prioritize tasks.
Excellent time management skills and flexibility as program activities may occur outside of regular hours and/or weekend.

- Proven reliability, trustworthiness, flexibility, and high ethical standards.
- Willingness to learn, grow and be part of our learning community at TCC with a commitment to our mission required.
- Training as a Lactation Educator (CLE) preferred.
- Must be highly detailed-oriented.
- Familiarity with the Long Beach area, resources and services preferred.
- Work efficiently in electronic health records/EPIC and any other site specific systems.

**Essential Job Functions:**

- Attend and participate in meetings, committees, and training sessions as required.
- Demonstrate the knowledge and skills required to successfully implement the program’s family centered strategies.
- Provide home visiting services and standardized screenings according to the program’s protocols.
- Establishing a trusting relationship with participants in order to strengthen the parent-child relationship, improve parenting and family problem solving skills.
- Promote healthy childhood growth and development.
- Enhance family functioning by reducing risk and building protective factors.
- Serve as a child and family advocate.
- Secure the continuity of care by providing timely “warm handoff” referrals or linkages to other supportive agencies.
- Assist families in defining their own goals, facilitate barrier identification and provide guidance for problem solving plan development.
- Adhere strictly to privacy and information sharing guidelines.
- Maintain accurate and timely records, reports and data entry according to program standards.
- Other duties as assigned.

**PHYSICAL DEMANDS**
The physical demands of this position are those necessary to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**The Company**
Since 1939, The Children’s Clinic, “Serving Children and Their Families” has been dedicated to providing comprehensive healthcare in a culturally sensitive and linguistically appropriate manner to medically underserved, low-income and high-risk populations in Long Beach and surrounding communities. The Clinic is a true medical home for greater Long Beach and surrounding communities providing medical care and counseling for well-child visits; acute and chronic care; adult clinic; community outreach and education; immunizations; laboratory testing; prescribed medications; and linkage to community resources in eight clinic sites.

**Benefits**
The Children’s Clinic
“Serving Children & Their Families”
TCC offers a comprehensive benefits package and competitive salary.
EOE M/F/D/V
For more information, please visit Web Site: www.thechildrensclinic.org Deadline: Applications will be accepted until position is filled. *Please feel free to post or forward this information to interested persons*

EMPLOYEE: ________________________________   DATE: _____________________________