



Job Title: Dual Role: Family Support Specialist (FSS)/ Family Resource Specialist (FRS)
Last Revised: February 27, 2026
Reports to Direct Supervisor, Healthy Families Program Manager

Summary: The Family Resource Specialist (FRS) coordinates screening with community partners and conducts parent interviews using the FROG Scale (Family Resiliency & Opportunities for Growth) to determine eligibility for home visitation services. If a family declines enrollment, the FRS provides referrals to appropriate community-based agencies based on identified needs.

The Family Support Specialist (FSS) provides regular, long-term support (up to three years) through primarily home-based visits lasting at least one hour. Using family-centered, strength-based approaches, the FSS builds trusting relationships, strengthens parent-child interactions, enhances parenting skills and the home environment, improves support systems, and increases families' problem-solving and self-advocacy abilities. The FSS assists with goal setting and planning, monitors the target child's growth and development, coordinates referrals (including healthcare services), responds appropriately in crisis situations—including reporting suspected child abuse or neglect when required—and maintains accurate documentation in compliance with Healthy Families Indiana (HFI) and Healthy Families America (HFA) standards.

Essential Functions

- Coordinate referral and screening activities with community partners, responding to referrals within established program timelines.
- Conduct parent interviews and complete the FROG Scale (Family Resiliency & Opportunities for Growth) accurately and within required timeframes to determine eligibility for services.
- Provide appropriate community referrals for families who decline enrollment or require additional resources, documenting referrals and follow-up efforts in accordance with program standards.
- Initiate and maintain regular, long-term (up to three years) supportive relationships with enrolled families through primarily home-based visits lasting a minimum of one hour, maintaining required monthly visit frequency and caseload standards.
- Deliver services using a family-centered, strength-based model that promotes positive parent-child relationships, enhances parenting skills, and supports a safe and nurturing home environment.
- Assist families in establishing measurable goals and action plans; regularly review and document progress toward goal completion.
- Monitor, assess, and document the growth and development of the target child using approved screening and assessment tools according to program timelines.
- Coordinate, refer, and follow up with community resources (including healthcare providers and supportive service agencies) to ensure continuity of care.
- Respond effectively to crisis situations, including completing mandated reports of suspected child abuse or neglect in compliance with state law and agency policy.
- Maintain accurate, timely, and confidential documentation, data entry, and case records in compliance with Healthy Families Indiana (HFI), Healthy Families America (HFA), agency policies, and contractual requirements.
- Participate in required supervision, reflective practice, training, and professional development activities to maintain model fidelity and performance standards.

- Perform duties in home and community settings, which may require travel, prolonged sitting, standing, walking, and the ability to lift and carry materials weighing up to [50 lbs.].

Competencies

- Knowledge of infant and child development/Nurturing parenting techniques
- Knowledge of - Child Abuse and Neglect/reflective practice/trauma informed care
- Strong interpersonal skills/ability to relate to people with respect for their individuality/cultural sensitivity
- Demonstrates good writing and organizational skills
- Ability to recall information while taking minimal notes
- Ability to use conversational weave to gather needed information
- Ability to refrain from intervention practice and offering unsolicited advice

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Climb and maneuver steps in narrow hallways and in small rooms.
- Tolerate strong odors.
- Lift and physically manipulate up to 50 pounds.
- Read printed material in poorly lit areas.
- Operate common standard office equipment.
- Discern and evaluate sounds, interactions and movements in multiple situations in order to determine the potential for child abuse and neglect.
- Use senses of sight, hearing, and smell to evaluate the safety of the environment for children.
- May be subjected to infectious diseases, substances and contaminated articles (bed bugs, lice, etc.).
- May be exposed to animals while at family's home.

Position Type/Expected Hours of Work

Flexibility in work schedule is permitted upon completion of training period. Some evening and weekends hours may be necessary to meet the needs of the working families. The employee must be available for required trainings (with advance notice given). In order to maintain part-time benefits, the employee must work a minimum of 30 hours in 2-week payroll period. In order to maintain full-time benefits, the employee must work 36 hours each week minus any holiday or PTO time submitted.

Travel

Travel within _____ County to and from family's houses is expected. There may be some mandatory trainings that are held outside of the county.

Required Education and Experience

1. Minimum of a high school diploma or equivalent
2. Experience in working with or providing services to children 0-3, preferably developmentally appropriate and their parents.
3. An ability to establish trusting relationships
4. Acceptance of individual differences
5. Experience and humility to work with the culturally diverse populations present among the families we serve.
6. Knowledge of infant and child development
7. Open and willing to engage in building reflective capacity
8. Must be agreeable to attend 80 hours of Healthy Families Core Training out of town or virtually (whichever is offered) within six months of their date of hire.
9. Willingness to have new staff shadow for training and to have supervisors shadow for quality assurance

Preferred Education and Experience

1. Bachelor's Degree in Human Services, Social Work, Early Education, Child Development or directly related field.
2. Experience communicating in additional languages
3. Infant Mental Health Endorsement

Additional Eligibility Qualifications

1. Have a valid driver's license, proof of insurance and continuous use of a reliable vehicle.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

_____ My signature above states that I have a full understanding of the requirements, essential functions, and duties of this position.

_____ My signature above states that I have been fully trained for this position.

This job description has been approved by all levels of management:

Supervisor _____

HR or Executive Director _____