

STARRY, INC.
Position Description
FAMILY SUPPORT SPECIALIST (FULL-TIME)

POSITION ASSIGNMENT

Position Title: Family Support Specialist

Company: STARRY

Status: Full-Time, Exempt

Reports to: Team Supervisor

STARRY Vision: We envision a Texas where every child has a healthy, forever family.

STARRY Mission: We nurture children, strengthen families, and restore hope through counseling, fatherhood, foster care and family preservation services.

STARRY Core Values

S Service	World-class service is our passion.
T Together	We are stronger together.
A Access	Everyone is welcome here.
R Responsibility	Shared ownership produces successful outcomes
R Relationships	Healing happens when people feel safe, secure and loved.
Y You	Our clients, community, stakeholders and staff are our priority.

POSITION SUMMARY

Work with families in the community meeting STAR or Universal Prevention eligibility: (1) 0-17 years of age; (2) Runaway youth (either currently or threatening); (3) Truant youth; (4) Abused child (experiencing abuse, insufficient for DFPS case); (5) At-risk youth for other behavioral problem; (6) Youth involved in deferred prosecution with juvenile probation; (7) Youth placed in residential care for family conflict to reunify family.

KEY RESPONSIBILITIES

SKILL BASED COMPETENCIES

Provide leadership for the following:

- Read and respond to office and agency emails and reports (all correspondence)
- Attend meetings (within & outside the agency)
- Travel to satellite locations, as needed
- Maintain accurate mileage records
- Complete monthly statistical sheets with outcome measures
- Computer skills to organize materials, narratives, correspondence, etc.
- Obtain initial psychosocial assessment information and incorporate into client's plan of service
- Meet metrics of at least 20 sessions per week, billable hours (unless otherwise specified by supervisor due to travel to remote areas or other office obligations)
- Maintain a caseload of approximately 20 to 30 clients receiving weekly and/or biweekly services (as assigned by supervisor)
- Coordinate with all school districts within the service area
- Inform community of STARRY Program (Public speaking engagements/PR visits)

- Rotate on call approximately every 4 months, providing 24-hour crisis intervention and conflict resolution
- Generate a monthly individualized plan of service for each client
- Complete accurate case notes within 48 hours of providing service to clients
- Serve as a resource to the client and family to achieve plan of service goals
- Complete all required trainings, including but not limited to HIPAA, Crisis Intervention, Cultural Humility, Reporting Child Abuse, TBRI and other Evidence-Based Curriculums
- Maintain documentation for standards and contract compliance (progress notes for each substantial client contact)
- Maintain confidentiality of clients
- Provide sessions two evenings a week and participate in weekend events as needed
- Utilize approved evidence-based and promising practices
- Conduct groups within the guidelines of contract
- Provide in-person crisis intervention services as needed
- Transport children, as necessary, to counseling sessions, groups and shelter
- Provide group, individual and family sessions
- Utilize healthy coping skills to reduce secondary trauma
- Use ethical decision-making and seek guidance and supervision, as needed

KEY REQUIREMENTS

QUALIFICATIONS

- Education: Bachelor's degree in social work or related field.
- Experience: One year experience in related area.
- Approved criminal background report. Able to satisfy all applicable requirements and DFPS standard requirements
- Good problem solving and decision-making skills
- Capable of maintaining a flexible work schedule
- Must be self-motivated with good organization and time management skills
- Commitment to Trauma-Informed Care
- Must possess good written, verbal, social media, and electronic communication skills
- Able to organize, file, and retrieve information
- Flexible and adaptable, able to make changes as needed to meet expectations
- Very strong attention to detail
- Able to operate office machines (e.g. copy, telephone, transcriber, fax)
- Must be computer literate with ability to maintain records electronically
- Must be self-motivated with good organizational and time management skills
- Strong commitment to the mission and vision of STARRY
- Other: Reliable transportation

PHYSICAL REQUIREMENTS

- Ability to travel regularly
- Normal office work

WORKS COOPERATIVELY WITH:

(1) Client Services Specialists; (2) Team Supervisors; (3) Program Staff; (4) Administrative Assistants

ACCOUNTABILITIES

- Reports to the STARRY Team Supervisor

I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Family Support Specialist for STARRY and can perform the essential functions required. I have received a copy for my records.

Received by: _____
Signature

Date

Print Name