

FAMILY SUPPORT SPECIALIST



FAMILY SUPPORT SPECIALIST JOB DEFINED/JOB ANNOUNCEMENT

Primary Duties

1. FAMILY ENGAGEMENT AND SUPPORT:

- Conduct home visits to set family goals, assess support needs, and provide referrals.
- Organize and attend monthly Family Engagement events and the Parent Policy Council meetings, explaining benefits and responsibilities to parents.
- Facilitate the transition to Kindergarten by providing enrollment information and planning with families.
- Offer ongoing resources to support families during and after their involvement with YES for Early Success.

2. DOCUMENTATION AND REPORTING:

- Maintain Family Contact Logs, recording all formal interactions with families.
- Ensure required documentation, including Home Language Surveys, IEPs, enrollment forms, family goals, and referral records, is complete and accurately filed in ELMS.
- Complete and submit monthly reports in ELMS and update family support tasks in ASANA.

3. PROGRAM COMPLIANCE AND TRAINING:

- Participate in required DCYF meetings, trainings, and First Day Learning sessions.
- Ensure program compliance with ECEAP standards and YES policies, including confidentiality and recruitment protocols.
- Complete required annual and monthly deliverables, including Recruitment, Eligibility, and Enrollment (REE) training, and other compliance check-ins.

4. SUPPORT FOR PARENT POLICY COUNCIL:

- Recruit and educate parents on the Parent Policy Council.
- Attend and support council meetings, ensuring family representatives have the opportunity to present at Family Engagement events.

5. GOAL SETTING AND MOBILITY MENTORING:

- Conduct pre-assessment, mid-year check-ins, and post-assessment Mobility Mentoring with families during fall, winter, and spring home visits.
- Use Mobility Mentoring to set SMART goals and guide families toward self-reliance.

6. ENROLLMENT AND TRANSITION PLANNING:

- Support the enrollment process by setting up and maintaining family files, collecting required documentation, and ensuring all slots are filled with eligible students.
- Develop and review transition plans for students moving to Kindergarten, updating plans as family needs and goals evolve.

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CHAIN OF COMMAND

- Family Support Staff report to the Family Support Manager and Regional Directors.
- The Family Support Manager oversees the Family Support Staff and reports to the Chief Operations Officer (COO).
- The COO reports to the ECEAP Director, maintaining the chain of communication and support within the organization.

CONFLICT RESOLUTION

- In cases of conflict within the team, the supervisor of the staff member involved will provide mediation and support.

ADMINISTRATIVE SUPPORT

- For technical assistance with ELMS, contact the ELMS Administrator, Blake McCullough.
- For Google Drive support, contact the Chief Information Officer, Chelsea McElroy.
- For payroll, benefits, and 401k inquiries, reach out to the CFO, Dujuanya Lasenby.

WEEKLY AND MONTHLY CHECK-INS

- Attend Monday Huddles with the COO and Family Support Manager for weekly deliverables.
- Participate in weekly one-on-ones with the Family Support Manager to discuss caseload and responsibilities.
- Engage in monthly DCYF check-ins and complete a reflection form after each session in the shared drive.

Primary Duties

Family Support Staff should refer to the ALL STAFF CALENDAR and the Family Support To-Do List monthly to stay aligned with deliverables, ensuring tasks are completed on schedule.

Here's a checklist format for the tasks of the Family Support Staff role at YES for Early Success:

FAMILY ENGAGEMENT AND SUPPORT

- Conduct home visits with families to set goals, assess needs, and provide referrals.
- Organize and attend monthly Family Engagement events.
- Recruit and support parents for the Parent Policy Council.
- Attend Parent Policy Council meetings and assist with parent engagement.
- Facilitate Kindergarten transition planning with families.
- Provide families with local resources for summer and ongoing support.

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DOCUMENTATION AND REPORTING

- Maintain accurate Family Contact Logs in ELMS for each family interaction.
- Complete and submit monthly reports in ELMS and the Google Drive
- Update family support tasks in ASANA after each family support visit.
- Collect and document enrollment information, including Home Language Surveys, IEPs, and family goals.
- Complete required documentation for family support visits, including developmental referrals and checklist updates.

PROGRAM COMPLIANCE AND TRAINING

- Attend weekly Monday Huddles with COO and Family Support Manager.
- Participate in weekly one-on-one check-ins with Family Support Manager.
- Attend monthly DCYF check-ins and trainings.
- Enrollment into DCYF Base-Camp for all State updates/support
- Complete annual Recruitment, Eligibility, and Enrollment (REE) training.
- Ensure compliance with ECEAP standards and YES confidentiality policies.

SUPPORT FOR PARENT POLICY COUNCIL

- Educate families on the benefits of joining the Parent Policy Council.
- Assist in organizing Regional Parent Policy Council meetings.
- Ensure Parent Policy Council representatives can present at Family Engagement events.

GOAL SETTING AND MOBILITY MENTORING

- Conduct Mobility Mentoring pre-assessment with families during fall home visits.
- Perform Mobility Mentoring mid-year check-ins and follow up on family goals.
- Complete Mobility Mentoring post-assessment before the end of the school year.

ENROLLMENT AND TRANSITION PLANNING

- Set up and maintain family files with required documentation.
- Ensure all enrollment slots are filled with eligible students.
- Complete parent orientation sessions, including policy council and health expectations.
- Develop and review transition plans for students moving to Kindergarten.

ADMINISTRATIVE SUPPORT

- Contact ELMS Administrator for technical assistance as needed.
- Reach out to Chief Information Officer for Google Drive support.
- Contact CFO for payroll, benefits, and 401k inquiries.

ONGOING DELIVERABLES AND CHECK-INS

- Review Family Support To-Do List monthly to stay on track with deadlines.
- Update MERIT and ELMS qualifications as required.
- Complete confidentiality training upon hire.
- Log all family support visits, formal meetings, and substantive conversations in ELMS.
- Complete the annual recruitment plan for each subcontracted site.
- Host quarterly regional family events and coordinate with Regional Director.

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FAMILY ENGAGEMENT AND SUPPORT

- **Home Visit Completion Rate:** Complete 100% of scheduled home visits with families each semester, including fall, winter, and spring visits.
- **Family Engagement Event Attendance:** Achieve a minimum of 90% attendance at monthly Family Engagement events.
- **Parent Policy Council Participation:** Successfully recruit and retain at least one family representative from each site for the Parent Policy Council.

DOCUMENTATION AND REPORTING

- **Timeliness of Documentation:** Submit monthly reports in ELMS and ASANA updates within 5 days of month-end.
- **Accuracy in Family Contact Logs:** Ensure 100% accuracy in documenting interactions in Family Contact Logs for each family.
- **Completion of Enrollment Documentation:** Ensure 100% of enrollment files are complete with all required documentation, including Home Language Surveys and IEPs where applicable.

PROGRAM COMPLIANCE AND TRAINING

- **Training Attendance:** Attend 100% of required DCYF, REE, and First Day Learning trainings.
- **Confidentiality and Compliance:** Achieve zero breaches in confidentiality and 100% compliance with ECEAP and YES standards.
- **Weekly and Monthly Check-in Participation:** Attend at least 95% of Monday Huddles and one-on-one check-ins with Family Support Manager.

SUPPORT FOR PARENT POLICY COUNCIL

- **Parent Policy Council Meeting Attendance:** Attend and support 100% of Parent Policy Council meetings.
- **Family Representative Engagement:** Ensure 90% of Parent Policy Council representatives participate in monthly Family Engagement events or provide feedback.

GOAL SETTING AND MOBILITY MENTORING

- **SMART Goals with Families:** Complete SMART goal-setting during 100% of fall and winter home visits.
- **Mobility Mentoring Completion:** Complete 100% of Mobility Mentoring pre-assessments, mid-year check-ins, and post-assessments as scheduled.

ENROLLMENT AND TRANSITION PLANNING

- **Timely Enrollment and File Setup:** Ensure 100% of families are fully enrolled with complete files within two weeks of the first day of class.
- **Kindergarten Transition Support:** Provide transition planning information to 100% of families with eligible children prior to the end of the program year.

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ADMINISTRATIVE AND TECHNICAL SUPPORT

- **Timely Issue Resolution:** Respond to and resolve all administrative support inquiries (ELMS, Google Drive, benefits) within 48 hours.
- **Compliance with Internal Checklists:** Follow and complete all tasks on the Family Support To-Do List monthly to meet internal and ECEAP standards.

ONGOING DELIVERABLES AND CHECK-INS

- **Annual Training and Certification Compliance:** Maintain current training and certifications in MERIT and REE with 100% compliance.
- **Regional Family Event Coordination:** Successfully organize and execute one regional family event per quarter, coordinating with Regional Directors.
- **Family File Audit Compliance:** Ensure 100% of family files meet DCYF and YES audit standards, with zero missing documentation at the time of audits.

Family Support KPI(s):

Here are the Key Performance Indicators (KPIs) for the Family Support Staff role at YES for Early Success:

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FSS JOB ANNOUNCEMENT

Job Title: Family Support Specialist – Pierce County

Position Type: Hybrid (Remote/In-Person)

Compensation: \$24.00 - \$29.00 per hour with benefits

OVERVIEW

YES for Early Success is seeking a dedicated and compassionate Family Support Specialist to serve families and programs across Pierce County as part of our mission-driven, statewide initiative. This position is an exciting opportunity for a proactive professional who values autonomy, embraces accountability, and is committed to uplifting marginalized communities through culturally responsive and equity-centered support.

As a Family Support Specialist, you will work directly with families, caregivers, and subcontracted sites to foster engagement, support, and advocacy. You'll guide families through important transitions, develop meaningful goals with them, and provide resource connections—all while celebrating and reinforcing the importance of diversity, equity, and inclusion in early childhood education.

Key Responsibilities

FAMILY ENGAGEMENT & SUPPORT

- Conduct regular home visits and family engagement events to support families in achieving their goals.
- Engage families in the Parent Policy Council, encouraging their active participation in advocacy and program development.
- Provide resources, referrals, and ongoing support to families, fostering self-reliance and empowerment.
- Facilitate transitions, including Kindergarten readiness planning, for enrolled children and families.

DOCUMENTATION & ACCOUNTABILITY

- Maintain comprehensive and timely family contact logs in ELMS, tracking all interactions and engagement activities.
- Complete and submit monthly reports, ensuring accurate and detailed documentation to meet compliance standards.
- Manage family files, ensuring all enrollment forms, support documentation, and developmental checklists are complete and up-to-date.

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PROGRAM COMPLIANCE & COMMUNICATION

- Actively participate in statewide trainings, monthly check-ins, and DCYF-hosted meetings to stay current on program requirements and best practices.
- Collaborate with Family Support Manager and Regional Director to align Pierce County services with statewide standards and goals.
- Communicate effectively with families and team members across multiple platforms (written, verbal, and electronic) to deliver support and maintain transparency.

COMMUNITY & DIVERSITY ENGAGEMENT

- Build trusting relationships with families and subcontractors from diverse backgrounds, supporting YES's commitment to inclusive and strengths-based practices.
- Coordinate quarterly regional family events that celebrate the unique cultures and identities of our community.
- Act as a champion for diversity, equity, and inclusion, ensuring that every family feels respected, heard, and valued.

EDUCATION REQUIREMENTS

In accordance with the 24-25 ECEAP Performance Standards, candidates must meet at least one of the following educational qualifications:

- Bachelor's Degree in Social Work, Human Services, Family Services, Counseling, Early Childhood Education, or a related field.
- Associate's Degree in a related field with at least two years of relevant experience working with families in early childhood, human services, or social services settings.
- An equivalent combination of education, training, and experience that demonstrates the knowledge, skills, and abilities required to support families in an ECEAP program.

KEY QUALITIES

- **Autonomy & Accountability:** Self-motivated and organized, you take ownership of your responsibilities, maintaining high standards for compliance and family support.
- **Passion for Equity:** You are deeply committed to serving marginalized families and understand the importance of culturally responsive, strengths-based support.
- **Communication Skills:** Skilled in written, verbal, and digital communication, you can connect with families, advocate for their needs, and work seamlessly across a team.
- **Problem-Solving & Resourcefulness:** You bring a proactive approach to connecting families with resources, supporting them in achieving self-defined goals.

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POSITION BENEFITS

- Competitive hourly wage: \$24.00 - \$29.00, based on experience
- Comprehensive benefits package, including healthcare and retirement options
- Professional development and training aligned with statewide initiatives and personal growth goals
- Opportunities to work with a dedicated, mission-driven team committed to diversity, equity, and inclusion

TO APPLY

Join YES for Early Success and become a vital part of empowering families across Pierce County. If interested, please send your resume to office@yesforearlysucces.org along with a brief statement about your passion for supporting diverse families and communities.

YES for Early Success is an equal-opportunity employer that celebrates diversity and strives to create an inclusive environment for all employees.