



JOB DESCRIPTION
FAMILY ENGAGEMENT SPECIALIST
HELLO BABY PRIORITY

November 2019

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

Hello Baby is a voluntary program for parents of new babies designed to strengthen families, improve children's outcomes, and maximize child and family well-being, safety and security. As part of the Hello Baby tiered support strategy, the Hello Baby Priority program focuses on engagement and support for families with highest need.

Overview:

This is a community-based home visiting “peer support” position contributing to the successful delivery of services and supports for families of newborns in Allegheny County who have complex needs. As a member of the Hello Baby Priority team, the Family Engagement Specialist (FES) is extremely knowledgeable of the service area (Mon Valley) and the unique dynamics of family and community within the geographic region. The FES will focus on engaging and supporting enrolled families using the Camden Coalition COACH model. COACH is a five-part framework that trains staff to be empowerment coaches in order to problem-solve with families to determine how to support them in reaching their goals. The COACH model focuses on **Empowerment Theory, Unconditional Positive Regard and Transtheoretical Theory (Stages of Change)**. The successful FES is tenacious, passionate, knowledgeable of family systems, aware of community resources, is empathetic, is flexible and thinks outside the box, has excellent written and verbal communication skills and embodies the project's core principles of community engagement, authentic healing relationships, family and child well-being, equity and respect. The FES works in community with the Social Worker.

The FES is primarily responsible for the following:

- Learning, embracing and promoting the COACH model.
- Employing a strengths-based, “whatever it takes” attitude to serving a population with complex needs; and exploring and embracing the assets of the communities served.
- Co-managing with the Social Worker a caseload of up to 20 families, focusing on maintaining engagement through a do whatever it takes approach.
- Relentlessly pursuing meaningful engagement with families, with a special focus on the father or partner of the parent who gave birth
- Developing trust and rapport with families and provide support using an empathic and family-centered approach
- Connecting families to basic needs including transportation, childcare and other benefits
- “Being there” for families – defined broadly, this may include accompanying to appointments, ad hoc phone calls or home visits, and childcare support
- Maintaining relationships among the Hello Baby team (Healthy Start and DHS), family support centers and other providers and community resources that contribute to the success of enrolled families.
- Documenting participant service delivery based on established guidelines and protocols.
- Participating in individual and team case review, reflective supervision, and prescribed trainings and meetings.
- Operates a variety of office equipment, i.e., copier machine, facsimile, etc.
- Performs other job related duties as assigned by immediate supervisor.

Qualifications of Position:

The FES is able to demonstrate a connectedness and passion for family and community. The FES will have at least a high school diploma or GED and at least 5 years of progressively responsible work experience with transferable skills. Community-based work and/or substantial related volunteer experience such as FDS, home visiting or other family support role preferred.

Other:

- Clearances are required
- Must possess a valid unrestricted Pennsylvania Driver's License and be able to conduct home visits for the purpose of field supervision
- Must possess current and valid unrestricted automobile insurance and be listed as an insured driver

Supervisory Relationship:

This position works under the direction of the Hello Baby Team Supervisor.

Compensation:

The starting salary range for this position is \$32K-\$38K, commensurate with skills and experience. We offer a comprehensive and competitive benefits package.

Application Instructions:

Send resume and cover letter to HR@hsipgh.org

Andrea Kimple
Director of Operations and Human Resources
Healthy Start, Inc.
400 N. Lexington Avenue
Pittsburgh, PA 15208

Application materials must be submitted by 12/20/19 to be considered.