

Position: Visitation Specialist
Department: Supervised Visitation Services
Reports To: Director, Supervised Visitation Services/RESPECT

Status: Non-exempt
Hours: As needed

Scope of Work: Provide a family oriented environment that will ensure the safety of the child during supervised family visits. Assist the parents in developing the necessary skills that will enable them to provide adequate supervision and enhance the interaction between parent and child.. **It is expected that the Family Support Worker's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

Primary Duties

- Conduct individual supervision of parents with their children on or off site.
- Ensure and monitor a safe environment for child.
- Assists clients in identifying other community-based resources as requested.
- Participate in all case management meetings and case reviews.
- Assists parents in developing appropriate parenting skills and enhances the interaction between parent and child.
- Role model appropriate parenting skills
- Prepare individual observational reports of all visits.
- Enforce all program rules and procedures.
- Room preparation before and after visit.
- Perform other duties as assigned by the Director and/or Senior Management

General Duties:

- Completes Family Visitation Specialist pre-service training.
- Complete agency domestic violence and sexual assault training when scheduled.
- Participates in individual and/or group supervision.
- Disseminates monthly calendars to clients.
- Prepares monthly contact sheets and monthly and quarterly reviews.
- Maintains up-to-date log of service delivery to client.
- Assists in maintaining up-to-date files in prescribed manner.
- Assist with routine housekeeping.
- Responds to and is responsible for office activity coverage as needed.
- Fulfills other related duties as determined by the Director.
- Will attend quarterly All-agency meetings
- Will attend assigned supervision meetings and staff meetings as required.
- Attends program-related conferences as available
- Will conduct him/herself according to the agency's stated policies and procedures
- Will comply with the Agency's confidentiality policy.

Skills and Abilities:

- Ability to communicate effectively and with sensitivity
- Strong interpersonal, organizational, prioritizing skills
- Self-motivated, self-reliant, dependable
- Flexibility of time and schedule.
- Good leadership skills, including team building and decision-making ability
- Demonstrates maturity, self-awareness and initiative
- Valid driver's license and dependable transportation
- Ability to enter non-handicapped-accessible buildings
- Basic computer skills helpful.

Education & Experience:

- AA, BA in related human services field.