



# Family Based Service Provider

**Department** Human Services **Classification** Grade 8  
**Reports to** Human Services Supervisor (Children's Services) **Unit** Local 320 Teamsters  
Human Services Director **FLSA Status** Non-Exempt  
**Supervises** N/A

## Position Description

Assist professional staff in the prevention and treatment of child abuse and neglect and other general child welfare work. Work directly in the home to prevent or shorten out-of-home placements. Oversee supervised visitations between parents and children; role model during visitations to assist with healthy and appropriate parenting techniques/strategies.

## Essential Duties and Responsibilities

- Assess family dynamics in conjunction with the social worker in order to determine needs and level of service to be provided to the family.
- Develop concrete goals and expectations in conjunction with the social worker and the family.
- Demonstrate and teach clients parenting skills, nurturing skills, discipline methods and child growth and development.
- Demonstrate and teach household, time and money management techniques.
- Teach clients health, safety and nutritional needs of the family and how to meet these needs.
- Teach clients how to effectively deal with/manage stress.  
Demonstrate and teach verbal and nonverbal communication skills
- Serve as an appropriate role model for families and provide on-going support and encouragement to clients in order to build self-esteem.
- Assist family members to understand and cope with separation and loss issues.
- Give testimony in court for agency or may accompany client to court to give support.
- Recognize and report indicators of neglect and emotional, physical and sexual abuse of both children and adults.
- Make appropriate referrals to other community agencies if signs or symptoms of other problems are exhibited.
- Guide the client in the development or restoration of socialization skills, including the ability to use recreation effectively.
- Document significant information in case files and prepare written reports for social workers.
- Assist in the formation and implementation of parent education classes and encourage and assist parents in participating in them and other support groups.

- May serve as protective payee for client, which includes setting up budgets, negotiating with creditors, balancing checking accounts and distributing checks.
- Administer drug screenings and hair follicle testing.
- Regular attendance on the job.
- Perform other duties as assigned.

## **Qualifications and Knowledge, Skills and Abilities**

### Minimum Qualifications

- High school graduate or equivalent
- 2 years home management experience which includes childcare experience OR educational coursework in home economics, child development, health, social work, sociology or closely related behavioral science
- Valid driver's license and reliable means of transportation
- Successful completion of a Child Protection Background Check (M.S. 299C.60 – 299C.64, as amended) and Predatory Offender Registration Check and Sexual Exploitation Background Check (M.S. 604.20 – 604.205, as amended)

### Knowledge, Skills and Abilities

- **Knowledge:** Human behavior and family dynamics. Cycle of family violence including physical, emotional and sexual abuse of children and adults. Child care methods, parenting techniques and child growth and development. Principles of home management. Elements of nutrition and meal planning. Health and safety principles. Drug and alcohol use and abuse. Community resources. Child maltreatment reporting laws.
- **Skills:** Microsoft Office Suite (Word, Excel, Outlook). Effective communication, both orally and written. General office equipment. Public speaking. Writing and developing plans with families on effective/positive parenting techniques
- **Abilities:** Establish and maintain effective working relationships. Demonstrated ability to follow established procedures and directives. Maintain confidentiality. Detect abuses and neglect within a family. Diffuse difficult situations. Teach and motivate people to learn and apply their new knowledge. Work as a member of a team to meet the needs of the client. Plan and organize work effectively. Work hours to meet the client needs/adjusted work schedule

### Preferred Qualifications

- Work experience with Microsoft Word, Excel
- Work experience as a licensed childcare, adult care, foster care provider
- Work experience as a school paraprofessional
- Work experience in a county social services agency and/or working directly in children's services in a county social services agency
- Experience working with families of all ages

## **Physical Requirements**

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body (must be able to lift and carry a child of up to 20 lbs occasionally). Sedentary work

involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Note (Management Right)**

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The County retains the discretion to add or change the contents of this position description at any time.

**Revision date:** 06/2026