

## PACS

### Family Support Staff

**Reports To:** Home Visiting Program Division Head  
**FLSA Status:** Full-Time/Non-Exempt

**Location:** San Fernando Valley  
**Salary Range:** \$22.00-\$24.75 per hour

#### About PACS

PACS is a community-based nonprofit dedicated to enriching the lives of children and families through counseling and caring. Since 1981, PACS has focused on serving underserved communities across Los Angeles County, with a strong emphasis on immigrant and refugee populations. The organization provides a range of mental health and supportive services, from prevention and early intervention to more intensive programs, designed to meet individuals and families where they are.

PACS is known for its culturally responsive and language-accessible approach, as well as its commitment to creating a supportive environment for both clients and staff. The organization's work is rooted in respect, community connection, and a belief that everyone deserves the opportunity to live a meaningful and stable life.

#### Core Values:

**Compassionate Service-** We believe lives can be changed when someone listens and cares. We approach our work with empathy, respect, and a genuine commitment to those we serve.

**Cultural Responsiveness-**We recognize and respect the diverse backgrounds of our clients and staff, and we strive to provide services that are culturally and linguistically appropriate.

**Integrity, Transparency & Accountability-** We take pride in doing our work responsibly, accurately, and ethically, and we hold ourselves accountable to our clients, our partners, and each other. We communicate openly and honestly, sharing information in a way that builds trust, support and accountability and helps staff and stakeholders understand expectations and decisions.

**Collaboration-** We work together across teams and with our communities to find practical, thoughtful solutions that support the people we serve.

**Continuous Improvement-** We are always learning—looking for ways to strengthen our services, improve our systems, and better support both staff and clients.

**Respect for People-** We value the dignity, voice, and contributions of every individual, and we aim to create an environment where people feel supported and able to do their best work.

**Authenticity-** PACS values honesty and being genuine in all our interactions. We encourage individuals to show up as themselves, fostering an environment of trust, respect and meaningful connection

#### Position Description:

The Family Support Staff (FSS) is responsible for completing the validated Family Resilience and Opportunities for Growth (FROG) Scale with families to identify family strengths and areas to address at the start of services with parents. The FROG Scale is a family-centered tool used to identify the presence of both protective factors that promote resilience and factors associated with increased risk of child maltreatment or other adverse childhood experiences. The FROG Scale is administered objectively and reliably, and in a

relationship-building, conversational style. The FSS must have good communication and writing skills and knowledgeable of community resources to offer referrals to the appropriate community-based agencies, depending on the family's needs.

### **Experience and Essential Job Functions:**

- Develop strategies to positively engage families in voluntary services through a trusting relationship.
- Conducts assessments of parents and caregivers to determine eligibility for the program.
- Prepare required Enrollment/ Intake paperwork.
- Conduct Intake visits in the family's home and submit Intake in a timely matter.
- Assists families in referrals and linkage to other supportive agencies.
- Completes required documentation in order to meet program guidelines and standards for client charts.
- Work with other staff to plan and facilitate parent-child group activities.
- Carry a small case load 1-12 at times when needed.
- Attend community events to recruit and enroll families.
- Participate in reflective supervision weekly and monthly staff meetings.
- Provide a warm, welcoming, and helpful greeting to clients and staff.
- Provide public relations services, such as answering telephone calls, responding to emails and fax.
- Perform clerical duties, such as copying, faxing, typing, emailing, filing, organizing reports, data entry, and other general clerical tasks as assigned.
- Accurately log, track and monitor Home Visiting program outcomes on a monthly basis.
- Handle and monitor any program referrals.
- Maintain professional office operations such as managing office supplies, keeping office equipment operational and ensuring a clean, orderly, and professional working environment.
- Perform other duties and tasks assigned by Division Head and Supervisors of the Home Visitation program and the agencies Executive Management team.
- Responsible for keeping the following areas in a neat and orderly manner: front office, file room, storage room.
- Travel between agency sites, between Long Beach, Los Angeles and San Fernando Valley as needed.
- Other duties as assigned.

### **Qualifications:**

- Bachelor's degree in human services, Child Development, or Social Work or fields related to working with children and families, **or**
- AA Degree in fields related to working with children and families. Or Child Development with a minimum of twenty-four (24) units in Early Childhood Education (ECE), including core units required, and three (3) units in infant/toddler course work.
- One (1) year experience with prenatal mothers and/or children 0-3 years old
- Experience working with or providing services to children and families.
- Ability to maintain professional boundaries when providing supportive services.
- Knowledge of local community resources
- Able to work flexible schedule which could include some evening/weekend hours.
- Fully Bilingual in English and Spanish
- Must have reliable transportation with automobile liability insurance coverage.

### **Job Perks:**

- Top-tier medical, dental, and vision coverage with low premium contributions
- 401(k) retirement plan

- Professional development support including opportunities for growth
- Paid holidays plus vacation