

PACS

Family Support Worker

Reports To: Home Visiting Program Division Head

FLSA Status: Full-Time/Non-Exempt

Location: San Fernando Valley

Salary Range: \$24.75-\$28.00 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 Worker (FSW) is responsible for initiating and maintaining regular and long-term (up to three or five years) contact and support with families. This activity will occur primarily within the family's home; each visit should last for at least one hour. Virtual visits may take place as needed. The interventions should be family-centered, strength-based, and directed at establishing a trusting relationship; strengthening the parent-child relationship; promoting healthy childhood growth and development; and enhancing family well-being by reducing risk and building protective factors. The FSW partners with families and honors diverse

family structures and parenting practices. Activities may also include but are not limited to: administering the Family Resilience and Opportunities for Growth Scale (FROG) Scale; administering screening tools such as the ASQ, ASQ-SE, Depression Screens etc.; identifying and referring families for other supportive services, including health care services. The FSW will also be responsible for assisting the family in establishing goals and supporting them throughout this process and is responsible for implementing activities outlined on the Family Service Plan to address areas of concern that were identified on the FROG scale.

Experience and Essential Job Functions:

- Provide culturally sensitive and linguistically competent home visitations to provide targeted case management support services on a weekly basis.
- Targeted Case Management goals comprise with providing education and guidance of child and family protective skills on parental resilience, reinforcing social connections, concrete support, parent-child relation development and the social competence of the child.
- Services may include providing training and education on parenting skills, improving home safety, health care, appropriate interaction for parent/child or parent/infant activities, appropriate parent responses to child behavior
- Utilize personal and professional life experience to provide peer support to parents and/or caregivers served by the program.
- Initiate and maintain regular contact with families, primarily in their homes, through virtual home visits and virtual work.
- Establish a trusting relationship with families served.
- Provide parenting and health education.
- Assist in strengthening parent –child relationship.
- Assist parents to improve their skills to optimize the home environment for the child's well-being and safety.
- Completes reports, case notes and other documentation per PACS standard, maintain 75% monthly staff utilization rate.
- Occasional evening and weekend work may be required.
- Travel by personal car to provide in-home services to assigned clients in the community.
- Provide language interpretation and translation services for clients when required.
- Attend training sessions and team/program meetings as required.
- Other duties as assigned

Minimum Qualifications:

- Bachelor's Degree from an accredited college or university in Child Development, Human Services, Social Work, Psychology, or another related field, **or**
- Associate of Arts degree from an accredited college or university with agency approved case management training course, and 2 years of case management experience in the health or human services field, **or**
- High school diploma or equivalent, with college coursework preferred.

Required Skills and Qualifications:

- Experience working with or providing services to children and their families.
- An ability to establish trusting relationships.
- Acceptance of individual differences.
- Experience and humility to work with culturally diverse families.
- Knowledge of infants and child development.

- Willing to engage in building reflective capacity (e.g., capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.)
- Possess strong listening skills.
- Have the ability and knowledge to identify family strengths and foster self-sufficiency and independence in families.
- Be emotionally mature and capable of exercising judgment, able to handle stressful situations.
- The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling.
- Have knowledge of community resources.
- Excellent communication skills, both written and oral.
- 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:

- Comprehensive medical, dental, and vision coverage with low premium contributions.
- 401(k) retirement plan.
- Professional development support including opportunities for growth.
- Paid holidays and vacation time.
- Mileage reimbursement.
- Partial reimbursement for cell phone and internet expenses.
- Student Loan Forgiveness (PSLF): PACS is a qualifying employer under the federal Public Service Loan Forgiveness (PSLF) Program. Employees with eligible federal student loans may be eligible for loan forgiveness after meeting all program requirements. Eligibility for PSLF is determined by the U.S. Department of Education.