



## Job Description

**Job Title:** Child Care Specialist – Family Support Specialist  
**Responsible to:** Family Support Manager

**Responsibilities:** The Family Support Specialist is responsible for the Child Care Helpline program. The Family Support Specialist provides parents/guardians from the South Dakota with local childcare referrals and is responsible for connecting with childcare providers to ensure an up to date database.

Additionally, Specialists are responsible to provide quality customer service to people requesting assistance through the Helpline Center Connections Center. This includes the 211 program, suicide and crisis support services, texting, emails, contract services and other Helpline services.

### Job Requirements:

- Bachelor's degree in Social Service or related field
- Demonstrated interest in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- Offers of employment contingent upon acceptable background check

### Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Detail oriented and organized
- Ability to manage crisis situations
- Flexibility and ability to manage many concurrent projects

### Specific Responsibilities:

#### A. Provide programming and operations for the Child Care Helpline.

1. Promote the Child Care Helpline within the community and region.
  - a. Network with agencies, organizations, and employers to promote childcare resource and referral services
2. Coordinate the childcare resource and referral program, ensuring quality customer service including processing and answering phones.
3. Coordinate updating of childcare provider information.
4. Provide direction and assistance to staff members regarding Child Care Helpline services.
5. Provide reporting on a monthly and as needed basis.

**B. Respond to Helpline calls and texts**

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers for information/referrals following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victims services/suicide following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers/texters and follow appropriate directives as listed in the active caller profile sheets.
8. Contact a Helpline supervisor or back-up staff as necessary.
9. Complete suicide and community assessment follow-ups according to procedure.
10. Ask callers/texters for suicide and community assessment follow-ups according to procedure.
11. Complete call monitoring according to procedure.
12. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

**C. Maintain awareness of Helpline Center Resources**

1. Attend all scheduled Helpline Center staff meetings and in-service meetings.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and directories during each shift worked.

**D. Professionalism**

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

**G. Additional Duties**

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time

**Hours:** Hourly full-time position. Includes day, and evening and weekend hours as needed. Will include coverage of holidays and On-call/Overflow.

Employee	Date
_____	_____
Supervisor	Date
_____	_____