

Partnership For Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: Family Resource Center (FRC) Counselor

Salary Range: \$33,675-\$37,884

Direct Reports:

1.		4.	
2.		5.	
3.		6.	

Incumbent:

FLSA Status:

Regular, Full Time, Exempt

Date of Next Review:

Primary Purpose of Position: The primary purpose FRC Counselor is to provide parent enrichment courses caring support groups, and timely referral to other community resources The FRC Counselor will provide the following services: evidence based parent education and consultations to family members and significant others, behavior management counseling, family counseling, developmental screenings, crisis intervention/crisis management, case management, classroom observations, in addition to in-depth family based needs assessments of children and their families. The FRC Counselor also plans and coordinates services of various agencies and takes necessary action to link clients to the network of community services related to client needs, to ensure continuity of care and to ensure that appropriate services are provided to each client on his/her caseload. These services will be documented as case management. Community outreach services will be provided to those identified as potential clients, or follow up for clients discharged from a service and as linkage for clients and families deemed not appropriate for parent education or intensive home based services at this time. The FRC Counselor is also available for consultation and educational services to the community and other professionals in reference to parent education, early childhood disorders and manifestations of serious emotional disturbance, atypical development, and post-traumatic stress disorders. Specific case consultations will be provided, as deemed appropriate, to outside agency referral sources.

Duties and Responsibilities:

Case Management:

The FRC Counselor provides holistic and comprehensive case management services to all clients including: intake assessment, goal setting, progress monitoring, consultations, behavior management

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counseling, crisis intervention, and advocacy and referrals. Clientele consist of families with children birth to five with multiple needs including parents who are coping well but have one or two concerns with their child's behavior or development; parents of child(ren) with mild to moderate behavior difficulties; parents of children with severe behavioral difficulties; and families with serious challenges. Participants are self-referred or they are referred by community partners such as ECE professionals, NC Pre-K staff, health professionals, social workers and anyone else who determines that a particular family is in need of support.

The FRC Counselor provides case management and/or community outreach services to children and their families in an attempt to facilitate the accessing of all resources possible to meet the family's needs. The FRC Counselor conducts ongoing assessments and reassessments of the progress and informs the parents/caregivers and others on important issues. The family is assisted in completing referral procedure for other services when indicated. The FRC Counselor also advocates with other agencies and programs on behalf of the client.

- **Assessment/Evaluation:** The FRC Counselor performs assessments and family based needs assessment on a scheduled or walk-in basis. The FRC Counselor will complete Family Needs Assessment to determine the nature and extent of familial, environmental, developmental, personal and/or social problems. Advanced interview skills are required. The Protective Factors Survey (PFS), as well as the Nurturing Skills Competency Scale (NSCS) and Adult-Adolescent Parenting Inventory (AAPI) are administered to parents
- **Developmental Screenings:** The FRC Counselor may provide developmental screenings to include but not limited to Ages & Stages Questionnaires (ASQ) and Brigance Screens in classrooms, preschool/child care centers, or with individual children as needed, throughout Cumberland County. Consultation with parents and teachers on results of screenings will also occur. The clinician will assist the parents/primary caregiver(s) and teachers with coordinating referrals to ensure access to other resources, as well as completing reassessments and follow up on identified children.
- **Classroom Observation:** The FRC Counselor conducts classroom observation for child care facilities with a child with disruptive behavior. Behavior always occurs in a *context*, and observing in that context is critical for defining and understanding the behavior. Observations may also help to identify the antecedents (what happens before the target behavior) and consequences (what happens after the target behavior) so that meaningful behavioral interventions can be developed.
- **Parent Counseling:** The FRC Counselor provides counseling sessions offered in the home or the community. The FRC Counselor also provides consultation to family members and significant others and behavior management counseling. The FRC Counselor is available for crisis intervention and crisis management services to clients and families.
- **Consultation/Education:** The FRC Counselor conducts provider consultation and training and education groups as appropriate. The FRC Counselor serves as a resource to the community and other professionals on early childhood development nurturing parenting programs, atypical development, and behavior management strategies. The FRC Counselor will provide evidence based parenting education focusing on social and emotional development, behavior management and nurturing skills. Referrals from NC Pre-K or others for students score is at or below the cut off score for the questionnaire/age.
- **Referral:** FRC Counselor plans, coordinates services of various agencies and refers in order to link parents/caregivers to the network of community services related to the family's needs, to

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ensure continuity of care. These services are documented as case management. FRC Counselor assists families in completing referral procedure for other services when indicated.

- **Family Advocate:** The FRC Counselor appears in court hearings when subpoenaed to do so. These are generally Family Court hearings, when adjudications of abuse, neglect and dependency are rendered. The FRC Counselor would appear to present the needs of the child and family and provide an update on progress toward counseling goals, lack of progress (when applicable) and factors enhancing or impeding progress. At times the FRC Counselor may appear in District Court or Superior Court, when client cases involving custody or criminal proceedings of abuse are being scheduled. The FRC Counselor would again present information on family status/needs as well as other material pertinent to the case. In some rare cases the counselor may appear as an expert witness, if so qualified, in child mental health issues, with expert being determined by the judicial system.
- **Record Keeping:** The FRC Counselor maintains up-to-date records on clients consistent with state and local guidelines. This FRC Counselor completes screenings, admission assessments: social, family, medical, developmental, nutritional, educational and legal histories; counseling goal plans; attendance of all programs; documents follow up, aftercare and outreach efforts related to program contracts, care management plans and maintains up-to-date progress notes. The FRC Counselor will maintain all statistical records in order to complete quarterly/yearly reports. The FRC Counselor will administer pre and post assessments to track parent's current level of effective parenting practices and complete follow-up telephone calls and prepare and mail letters to parents who do not complete required program services.

Community Outreach: Community outreach services will be provided for those identified as potential clients entering the system, as well as those clients and families deemed not appropriate for intensive home based services. These services are intended to facilitate the individual accessing resources that are more appropriate at the time and to monitor the success of the intervention. The FRC Counselor supports PFC community outreach opportunities when appropriate.

Subject Matter Expert: The FRC Counselor serves as a resource person to staff and the public with respect to parent education evidence based/information practices. The FRC Counselor serves as a resource to the community and other professionals on early childhood disorders, nurturing parenting programs, atypical development, and behavior management strategies.

Professional Development: The FRC Counselor will participate in supervision sessions as needed. Agency meetings will be attended as appropriate. The FRC Counselor will attend educational and/or training sessions geared toward enhancing job skills as well as maintenance of certifications as deemed appropriate. The FRC Counselor will also read and review professional literature to keep abreast of current developments in the social work profession particularly as it relates to delivery of Smart Start services.

In addition. In the event the FRC Counselor possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Travel may be required, as needed. Personal vehicle may be required for travel.

The FRC Counselor will attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

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It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities: Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

Frequent evening and/or weekend work required in service delivery areas may be required.

The FRC Counselor is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS :(4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times;
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor;
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources;
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others;
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures;
6. Communicates ideas/information for improving efficiency/procedures/cost control;
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization;
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position;
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

Knowledge, Skills, and Abilities:

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1. Skill in establishing and maintaining effective therapeutic relationships with clients individually, in families and in groups, in order to execute treatment and assessment interventions.
2. Thorough knowledge of mental health principles, techniques and practices, and the application to intensive home based services, family psychotherapeutic work and care management. As well as knowledge of psychopathology to include familiarity with various types of mental illnesses; how to use the DSM-IV; techniques of diagnostic evaluation.
3. . Certified in Nurturing Parenting Program.
4. Knowledge of various types of assessment tools to include but not limited to Nurturing Skills Competency Scale, Adult-Adolescent Parenting Inventory, Protective Factor Survey. As well as knowledge in Developmental Screening tools such as Ages & Stages Questionnaires (ASQ), Brigance Screens, Denver & Parents' Evaluation of Developmental Status (PEDS) .
5. Considerable knowledge of principles of child development, child and family psychotherapy, including problem solving, behavioral modification, re-educative and insight-oriented techniques, social skills development, functional family therapy techniques, cognitive restructuring and a solid foundation in principles of home based/family based treatment modalities.
6. Considerable knowledge of social services, court system, governmental and private organizations; resources in the community, region and state.
7. The ability to establish and maintain effective working internal and external relationships with supervisors, colleagues and clients.
8. Knowledge of the laws, regulations, and policies which govern the program.
9. The ability to express ideas clearly and concisely and to plan and execute work effectively.
10. Considerable knowledge of community resources concerned with providing services to preschool children and their families.

Education and Experience - Minimum Requirements:

1. Master's degree in Social Work or other a human services field and four years of counseling/counseling that provides experience in techniques of counseling and therapeutic assessments, one of which must have been supervised. Knowledge of and experience with individuals who have mental illness, knowledge of recovery and ability to provide hope, experience in person-centered care and experience with group facilitation preferred.

OR

2. Bachelor's degree in Social Work or other a human services field and five years of related human service counseling or counseling experience which provides the above experience, one of which must have been supervised.

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OR

- 3. An equivalent combination of training and experience.
- 4. Valid driver's license.

Physical Requirements:

Must be able to perform *Essential Functions* of the position.

Employer's Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created /Evaluated	September 2013
Revised	March 2015
Re-evaluated	March 2015