Job Title: Family Support Specialist
Job Type: Full-time with benefits, Non-Exempt; Salary commensurate with experience
Job reports to Program Manager, H.O.P.E Project

Roberta's House—A Family Grief Support Center is currently recruiting for a Family Support Specialist (FSS) to work with a team of professionals serving families in Baltimore City, Maryland. The FSS works interdependently with the assigned team to maximize quality outcomes for the program participants. The ideal candidate is experienced and has demonstrated a successful track of assessing clients' needs or providing appropriate human services to individuals and families. The essential responsibilities of the FSS involve conducting virtual and in-person interviews, working collaboratively with clients to establish objectives within the programmatic guidelines. The work is performed in the office and offsite, as approved by the organization.

Position Requirements:

• Case management experience
• Functional knowledge of the use of databases to document, analyze data and prepare reports
• Knowledgeable about the birthing process and maternal health
• Group facilitation and in-home will occur as required
• Critical-thinking and self-motivated
• Effective time management skills
• Experience working in cross-functional teams and independently
• Professional-level knowledge of Microsoft Office Suite (365)
• Knowledge of best practices for advocacy initiatives
• Identify and conduct targeted outreach to recruit women with a fetal or infant loss and enroll new clients with HealthCare Access Maryland (HCAM) or through a self-referral protocol
• Pre-post prenatal maternal experience required
• Promote program resources, goals, and encourage client's participation in the Interconception Care Home Visiting (ICHV) Program
• Promote positive parent-child interaction, healthy childhood growth and development, as well as enhanced family functioning
• Assist with grief counseling service referrals for the client and participating family members
• Effective in multi-tasking in a fast-paced office environment
• Strong verbal and written communication skills

Required

• Bachelor's Degree in Social Work, Human Services, Sociology, Counseling, Psychology, or other fields of study
• Driver license, and private vehicle
• Fingerprints and background investigation

COVID-19 Protocol—All persons entering the building must wear a mask. Social distancing and hand sanitizing are required as well.
Submit a resume and cover letter to info@insightconsultingassociates.com

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