

Job Description

Process Level 55 - Affiliates

Department 7293 - First Steps

Cost Center 557293

Job Level Staff - Non-Union

Job Code 6807 - Family Support Spec-FirstSteps

Position Code 5572936807 - Family Support Spec-FirstSteps

Evaluation Area: Introduction

All positions at Palomar Health support the mission of the organization to heal, comfort and promote health in the communities we serve.

Every day, we, the employees, volunteers and members of the medical staffs of Palomar Health, are unified by a common mission, vision and values. Our mission is to heal, comfort and promote health in the communities we serve. We want to be the health system of choice for patients, physicians, and employees, recognized nationally for the highest quality of clinical care and access to comprehensive services. We passionately give and support heartfelt care that encourages patient comfort and safety. Each of us takes pride in teamwork, self-discipline, our skills and trustworthiness. We are each accountable for providing the safest, most effective and innovative care.

Evaluation Area: Job Summary and Job Requirements

Job Summary

This position is dependent upon the successful acquisition and retention of grant funding; applicants should be aware that any failure to secure adequate grant funding may result in position elimination.

Provides intensive, ongoing home visitation to at-risk program participants using the Healthy Families America (HFA) and Parents as Teachers (PAT) evidence-based models. Recruits, enrolls, schedules, and supports client participation in all program activities, e.g., monthly parent meetings. Assists and supports program participants to set and meet short- and long-term personal and family goals. Implements family and child screenings and assessments at established intervals. Attends program support groups and meetings with participants. Provides measurable, objective documentation which clearly demonstrates visit education, goals, communication and resources provided. Responsible for timely and accurate input of client and family data into CMEDS and Palomar Health data systems on a daily and ongoing basis. Engages in outreach activities under the guidance of the Supervisor/Director. Participates as a member of interdisciplinary and interagency teams. Frequent travel required throughout North Inland and North Coastal regions of San Diego. Speak and read English at a level that is sufficient to satisfactorily perform the essential functions of the position. Knowledge of standard office equipment (i.e., calculator, fax, photocopier) and personal computer and computer software skills (i.e., MS Windows, Excel, Access, Word, Powerpoint, internet, e-mail). Windows computer skills including proficient use of keyboarding, use of mouse or keys for functions such as selecting items, use of drop down menus, scroll bars, opening folders, copying and similar operations required upon employment or within the 1st two weeks of employment to perform the essential functions of the job. Performs other duties as assigned. Follows Palomar Health rules, policies, procedures, applicable laws and standards. Carries out the mission, vision, and quality commitment of Palomar Health.

Job Requirements

Minimum Education:	Bachelor's Degree in Child Development, Social Work, Psychology, Public Health, Maternal/Child Health, Education or a human services/sciences field
Preferred Education:	Master's Degree in Child Development, Social Work, Psychology, Public Health, Maternal/Child Health, Education or a human services/sciences field Ongoing professional development through classes, workshops, conferences and/or webinars
Minimum Experience:	1 – 2 years in related field Bilingual – Spanish
Preferred Experience:	3 or more years in related field, home visiting experience Demonstrated experience in in-home, low income, family-based services
Required Certification:	American Heart Association recognized BLS - Heartsaver
Preferred Certification:	Not Applicable
Required License:	Valid Driver's License
Preferred License:	Not Applicable

Evaluation Area: Physical and Mental Requirements

Job Description

Mental Demands

Ability to Reason and Analyze	Frequently (34-75% of time on job)
Work With Many Priorities	Constantly (more than 75% of time on job)
Work Under Pressure	Constantly (more than 75% of time on job)
Performs Mathematical Calculations	Frequently (34-75% of time on job)
Frequent Interruptions	Constantly (more than 75% of time on job)

Personal Protective Equipment Required

Mask	Occasionally (up to 33% of time on job)
Hearing Protection	Never
Hard Hat	Never
Footwear	Never
Body Protection	Occasionally (up to 33% of time on job)
Eye Protection	Occasionally (up to 33% of time on job)

Physical Demands

Crawling	Occasionally (up to 33% of time on job)
Finger movement - Repetitive	Frequently (34-75% of time on job)
Repetitive Twisting or Pressure Involving Wrists or Hands	Constantly (more than 75% of time on job)
Repeated Bending from the Waist	Constantly (more than 75% of time on job)
Both Legs Required	Constantly (more than 75% of time on job)
Balancing	Frequently (34-75% of time on job)
Operation of Other	No
Operation of Motor Vehicle	Yes
Hearing - Conversation	Constantly (more than 75% of time on job)
Both Hands Required	Constantly (more than 75% of time on job)
Pulling - Estimated Weight	50# - Frequently - 34-75% of time on job
Sitting	Occasionally (up to 33% of time on job)
Standing	Constantly (more than 75% of time on job)
Walking	Constantly (more than 75% of time on job)
Lifting - Max 25 lbs	Constantly (more than 75% of time on job)
Lifting - Max 35 lbs	Constantly (more than 75% of time on job)
Lifting - Max 50 lbs	Constantly (more than 75% of time on job)
Kneeling	Constantly (more than 75% of time on job)
Pushing - Estimated Weight	50# - Constantly - More than 75% of time on job
Rapid, Simultaneous Mental and Muscular Coordination Required	Constantly (more than 75% of time on job)
Reaching - Above Shoulder Height	Constantly (more than 75% of time on job)
Reaching - Below Shoulder Height	Constantly (more than 75% of time on job)
Climbing Stairs	Constantly (more than 75% of time on job)
Climbing - Use of Legs, Arms, Ladders	Never
Stooping, Squatting	Constantly (more than 75% of time on job)
Carrying - Estimated Weight	50# - Occasionally - Up to 33% of time on job

Visual Requirements

Color Vision: Distinguish Basic Shades	No
Color Vision: Distinguish Basic Colors	No
Depth Perception	No
Specific Visual Requirements	Both near and far

Working Conditions

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Infectious Exposures	Frequently (34-75% of time on job)
Working Rotating Shifts	Never
Working Alone	Occasionally (up to 33% of time on job)
Working with Hands in Water	Occasionally (up to 33% of time on job)
Working with Machinery with Moving Parts	Occasionally (up to 33% of time on job)
Vibration	Never
Grease and Oils	Never
Dust (more than nuisance)	Never
Chemicals	Frequently (34-75% of time on job)
Fumes - Toxic	Never
Fumes - Irritant	Never
Lasers (class 1-4)	Never
Lead	Never
Biohazards	Occasionally (up to 33% of time on job)
Antineoplastic Drugs	Never
Radiation	Occasionally (up to 33% of time on job)
Noise Over 80 Decibels	Never
Heights	Never
Confined Spaces	Never
Wet, Humid Conditions	Never
Extreme Heat (non-weather)	Never
Extreme Cold (non-weather)	Never
Outdoor Weather Conditions	Never
Gases	Frequently (34-75% of time on job)

Evaluation Area: Organizational Expectations

Customer/Patient Focus

Creates an ideal Customer/Patient experience by assessing and responding to patient safety, quality and service needs.

1. Meets the needs and expectations of patients and customers
2. Acts with patients and customers in mind
3. Personally models patient safety and customer service as a priority
4. Recognizes the diversity and value of each individual

Quality performance is achieved by consistently demonstrating the following:

- Demonstrates organizational greeting when on the telephone or in the hallway
- Observed using SMILE (Share yourself, Make it clear, Inform on timing, Listen with care, End with kindness) skills
- Responds to individual Customer/Patient’s needs within established time frames
- Provides culturally safe and linguistically appropriate services
- Invites and responds appropriately to Customer/Patient feedback
- Contacts external and internal Customer/Patients to gather information on their needs and level of satisfaction with safety and privacy in mind
- Observed giving way-finding directions to Customer/Patients
- Dresses appropriate to role and function with badge appropriately displayed

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Learning

Continuously improves knowledge, skills, and performance to achieve excellence in patient safety, quality and service.

1. Is aware of self and impact on others
2. Seeks performance feedback
3. Seeks opportunity for learning
4. Takes ownership for self-development

Quality performance can be achieved by the following:

- Identifies knowledge gaps and finds ways to fill them through formal and informal learning opportunities
- Contributes ideas to his or her own development plan
- Finds learning opportunities in daily work activities to create "teaching moments"
- Seeks outside professional development activities to continually improve skills for self and others
- Models continuous learning through reading, inquiry, benchmarking, best practices
- Embraces new concepts
- Participates in internal and external activities (e.g. seminars, workshops, courses, subscriptions, memberships, etc.) that expand knowledge and learning potential
- Seeks input on ways to improve

Results

Achieve a standard of excellence in quality, service, safety, and financial performance.

1. Achieves optimal patient safety, quality and service outcomes
2. Pushes self and others for a standard of excellence in patient safety, quality and service
3. Aligns own performance with organizational priorities

Quality performance can be achieved by the following:

- Accepts responsibility to achieve high quality results
- Tenaciously sticks with projects until the goal is reached
- Applies appropriate urgency, priority, and follow up to achieve goals
- Aligns the organization's functional growth and team goals into individual goals
- Takes action to ensure own performance is aligned to organizational goals
- Strives for results while maintaining quality, values, and integrity

Teamwork

Promotes team effectiveness by fostering collaboration, communication, and cooperation.

1. Shares information, knowledge, and resources
2. Cooperates with others
3. Collaborates with others
4. Expresses positive attitude

Quality performance can be achieved by the following:

- Contributes ideas to the team
- Supports other team members
- Effectively communicates knowledge and experiences with team members by being direct and explicit
- Demonstrates a positive attitude
- Accomplishes team tasks on time
- Takes issues directly to the source when appropriate
- Addresses disagreements directly in a respectful manner away from customers/patients and those not involved
- Demonstrates value and respect for a variety of backgrounds and perspectives

Job Description

5572936807-Skills and Knowledge

Consistently serves as a quality specialist within Palomar Health First Steps Program as demonstrated by the provision of consistently high quality education and appropriate use of resources and referrals to meet individual client and family needs using the evidence-based guidelines of HFA and PAT and based on funder requirements. Proactively seeks to improve knowledge through ongoing professional development. Measurement: Consistent application of HFA and PAT evidence-based models. Plan of Care is individualized and adapted periodically as needed to meet client and family needs.

5572936807-Family Relations

Effectively recruits and retains families. Consistently maintains strong, positive, culturally appropriate relationships with clients and their families. Supports client needs in service coordination process. Consistently identifies appropriate family referrals and resources based on individual client needs and links families with referrals/resources in a timely, effective manner. Assists in coordinating and facilitating parent meetings as part of the PAT curriculum service model. Provides input for modification of forms, assessments, session documentation and patient pathways to ensure ease for family. Measurement: 90% or above on family satisfaction surveys and client retention meets annually set goals.

5572936807-Productivity and Scheduling

Efficiently utilizes time to meet individual productivity standards. With supervision, organizes tasks to complete all responsibilities without use of overtime. Minimizes downtime by seeking and completing other assignments, attending to department needs and offering to help co-workers. Effectively schedules all clients for home visits and attendance at parent meetings and program activities using telephone, texting, in person contacts, and/or email as appropriate. Measurement: Productivity and scheduling goals met.

5572936807-Compliance and Safety

Consistently adheres to all compliance regulations dictated by state and federal agencies governing grant and health system services. Immediately notifies supervisor of any questions to permit timely resolution of any issues/concerns. Actively seeks to remain current with changes in state regulations by attending meetings, reading meeting minutes/posted communication, and accessing/using e-mail. Adheres to Palomar Health safety and prevention procedures. Practices proper safety techniques while participating in all work duties. Ensures personal, co-worker, client and family safety prior, during and after all contacts. Performs daily departmental work area safety screening and reports safety deficiencies to supervisor. Measurement: Demonstrates 100% compliance with all Palomar Health and project safety procedures.

5572936807-Communication and Documentation

Consistently handles all client, team and internal communications professionally. Provides high quality, comprehensive customer service to internal as well as external customers. Willingly discusses successes, challenges, and opportunities with management team with consistently positive and professional approach to team communication. Enters client information accurately into CMEDS and other applicable databases on a daily basis. Clearly documents client assessments, home visiting content and session notes in manner that ensures clear follow through by any other supportive staff. Stays current with all relevant communication/information for First Steps and Palomar Health by attending meetings and reading meeting minutes/posted communication. Accesses/uses e-mail at least once during each week worked. Measurement: 90% compliance reflected by chart audits and adherence to Palomar Health code of conduct.