



## **DHS/DFCS – Client Support Worker 2 (Family Support Worker)**

**Job Number:  
00016891, 00016866**

**Job Posting:** January 18, 2017  
**Closing Date:** Until Filled  
**Primary Location:** Carroll Co–Carrollton GA

**Number of Openings:** 2  
**Job:** Social Services  
**Shift:** Day Job

**SALARY:** Pay Grade C  
**Salary Range:** \$16,919.33 - \$24,170.47  
(Salary Commensurate with Experience)

Current Georgia State Government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division's roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- **Practice Model:** Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- **Robust Workforce Development:** Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- **Constituent Engagement:** Creation of advisory boards at state, regional and local levels; organized "roadshows" to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of **Client Support Worker 2 (Family Support Worker)**. This position will be based in Carrollton, Georgia, Carroll County. The successful candidate will be motivated and passionate about changing the lives of children and families, brings a deep knowledge of child welfare and foster care placement services from a public/private perspective. The incumbent will be able to work in partnership with stakeholders to achieve the mission, vision and Blueprint for Change of the Division.

## **Job Summary & Responsibilities:**

Under general supervision, the **Client Support Worker 2 (Family Support Worker)**:

- Assists with daily living activities in the client's home, in a daytime non-residential facility or a residential facility.
- Observes and monitors client's behavior and charts observations and incidents.
- Provides training of basic personal and social skills, simple academics, or work skills to consumers/students in a state school, hospital, juvenile detention facility, residence, group home, workshop, or supported employment environment.
- Assist with meal preparation, ensures or encourages client participation in group activities, provide transportation, and limited case management, as required.
- Performs other professional responsibilities as assigned by supervisor.

## **Core Competencies:**

- Demonstrated successful leadership skills:
  - Leading Change: Demonstrated ability to lead change as evidenced by an ability to develop and implement an organizational vision.
  - Leading People: Demonstrated ability to achieve organizational objectives by creatively managing and motivating staff.
  - Results Driven Leadership: Demonstrated knowledge of and ability to plan, prioritize and coordinate large and complex programs.
  - Business Acumen: Demonstrated ability to properly utilize human capital, financial resources and information in a manner that instills public trust and accomplishes the organization's mission; demonstrated ability to take advantage of new technologies to enhance the effectiveness of decision making.
- Knowledge of federal, state and agency rules and regulations applicable to child protective services, family independence programs, mass communications, call center operations and technologies.
- Ability to work effectively at multiple levels of the organization and with multiple project teams as well as external stakeholders.
- Ability to demonstrate effective active listening, critical thinking and group facilitation skills.
- Expertise in making strategic decisions based on data as well as best practices.
- Ability to maintain a results-oriented, learning culture.
- Demonstrated skill as a consensus builder.
- Excellent planning and organizational management skills.
- Ability to work in a very fast-paced, stressful environment while effectively and accurately managing multiple projects simultaneously under tight deadlines.
- Demonstrated evidence of excellent critical thinking and problem solving skills.
- Ability to work independently with limited direction.
- Excellent oral, written, presentation and interpersonal communication skills.
- Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment.

## **Qualifications:**

- Associate's degree in a related field from an accredited college or university.  
**or**
- One year of experience providing social or direct care services to groups of special needs individuals in a human services setting.  
**or**
- One year of experience at the lower level Client Support Worker 1 (SSS010) or position equivalent.

**Note:** Some positions may require a valid driver's license.

## **Preferred Qualifications:**

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

- Case management experience in child protective services, child welfare or foster care.
- Case management experience that involves working with individuals, families, groups, organizations and/or communication of the goal of behavioral changes.
- Law enforcement experience in area related to DFCS (e.g., family/domestic violence, investigations or interventions involving children or substance abuse.
- Ability to provide transportation and evidence of a valid driver's license for required travel throughout the state.

## **Benefits:**

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account.

Visit <http://team.georgia.gov/> for more information.

## **GEORGIA ON MY MIND: It Doesn't Get Any Better Than This!**

Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia's many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

## **You're Really Going to Like Carroll County:**

Carroll County is a vibrant and growing county located in northwest Georgia. Carroll County enjoys the amenities of Atlanta but maintains a real sense of local community. With Interstate 20 running through the northern part of the county, Carroll County is strategically located between Atlanta (45 minutes east) and Birmingham, Alabama (2 hours west).

[www.carroll-ga.org](http://www.carroll-ga.org)

## **Criminal Background Checks/Applicant Privacy Rights**

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at:

[http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related\\_files/document/ApplicantPrivacyRights.pdf](http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf)

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehiring in order to be considered for the position.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

[The Georgia Department of Human Services](#) (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the [Division of Aging Services](#), the [Division of Child Support Services](#), and the [Division of Family and Children Services](#).