



# Example of Family Support Worker Job Description

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Our growing company is looking for a family support worker. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for family support worker

- Is available by telephone, outside the usual 8 to 5 working hours (until 9pm weekdays and 8am to 9pm on weekends) to new mothers who are having breastfeeding problems
- Works within her scope of practice and yields to breastfeeding expert, nutritionists, and/or other health care professional, or social services according to clinic protocols when the issue is outside of peer counselors' scope of practice
- Cannot give medical advice
- Keeps accurate records of all contacts made with WIC clients and documents encounters the same day
- Attends, assists, and/or facilitates prenatal classes and breastfeeding support groups and documents encounters the same day
- Reads assigned books and materials on breastfeeding that are provided by the supervisor
- May assist WIC staff in promoting breastfeeding through special projects, health fairs, and other duties as assigned
- Accurately completes all required forms and reports including but not limited to Employee Activity Report (EAR), Leave and Attendance Record, Leave Authorization Form, and travel logs by required deadline
- Breastfed at least one baby exclusively for 6 months and continuous breastfeeding for 12 months
- Similar ethnic background and language spoken as seen in the local WIC Agency (Spanish and/or Creole)

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- Ability to operate commonly used office equipment such as computers, printers, e-fax, label maker, paper shredder
  - At least 1 year experience in Electronic Health record, HMS (Health Management System)
  - At least have experience working with Primacy Care Clinic in the Health Department
  - Personal knowledge and skill with breastfeeding
  - 3 years of experience working in a medical clinic environment, including knowledge of medical terminology
  - Experience serving as a patient advocate, including linking to appropriate services and coordinating with outside providers