



Job Description

Job Title: Connect Family Support Specialist

Department: Healthy Start – Coordinated Intake and Referral (Connect)

Employment Type: Full-Time

Location: Advent Hospital of Ocala, Florida

Expected Salary: \$44,000 to \$46,000; plus benefits

Posting Closes: Open until filled

Apply: <https://tinyurl.com/WF1060>



JOB SUMMARY

This position provides in-person case management to pregnant women, newborns, and their families within a hospital setting. The role requires strong communication and computer skills. The Connect Family Support Specialist meets with patients during their hospital stay to assess needs, provide education on available resources and support services, and facilitate referrals to the most appropriate home visiting programs in their area.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this position without accommodation. The omission of an essential function does not preclude the management team from assigning duties not listed herein if such functions are a logical assignment to the position.

- Meet with mothers at AdventHealth Ocala to introduce Connect, assess family needs, provide education and information, and facilitate connections to appropriate home visiting programs and community resources, including:
 - Explain available home visiting programs and other services and resources that may benefit the participant and family.
 - Use the program eligibility guide to determine eligibility for and connect participants with appropriate home visiting services.
 - Provide information regarding Medicaid and WIC benefits, as appropriate.
 - Provide education regarding family planning, safe sleep, prenatal and postpartum care, and other topics that support maternal and infant health.
- Submit referrals to appropriate home visiting programs and community partners and follow up as needed to support successful connections to services.
- Create and maintain a positive image of Connect and all home visiting programs.
- Use program eligibility guide to connect participants to home visiting services.
- Provide accurate data entry of Connect participant information into the data system.
- Maintain client confidentiality and integrity in keeping with agency policies, practices, professional standards, and program requirements
- Participate in trainings, meetings, conferences, webinars, and conference calls as necessary (virtual and in-person)
- Stay current with relevant maternal and infant health issues
- Maintain a professional demeanor in appearance, communication, and conduct

- Perform all other duties as assigned and adhere to ongoing policies, program standards, and supervisory directives

KEY ATTRIBUTES AND CORE COMPETENCIES (i.e., Knowledge, Skills, and Abilities for an Employee to Be Successful)

- Knowledge of maternal and child health systems, issues, and related services.
- Knowledge of community resources and support services.
- Proficiency with computer systems, including Microsoft Office, internet-based platforms, electronic data systems, and virtual meeting tools.
- Strong written and verbal communication skills.
- Professional interpersonal skills, including courtesy, compassion, tact, and discretion.
- Strong organizational, time-management, and attention-to-detail skills.
- Ability to exercise sound judgment and discretion when handling confidential and sensitive information.
- High level of professionalism, ethical conduct, self-motivation, and reliability.
- Ability to work effectively both independently and collaboratively as part of a team.

APPEARANCE AND PROFESSIONAL DRESS CODE

Employees in this role are expected to maintain a professional appearance appropriate for a hospital environment. Attire should be neat, clean, and suitable for working directly with patients, families, and clinical staff. Clothing should reflect professionalism, respect for the healthcare setting, and alignment with organizational standards. Identification badges must be worn and clearly visible at all times while on duty.

QUALIFICATIONS

Education – Must have one of the following:

- Four-year degree from an accredited college or university in Health Planning, Public Health, Health Education, Social Services, or a related field.
- Associate degree and licensure as a Registered Nurse with three years of public health/maternal-child health experience, or licensure as a Licensed Practical Nurse with four years of public health/maternal-child health experience.
- Two years of college with three years of public health/maternal-child health experience.

Experience

- High level of knowledge and experience with Microsoft Office and computer-based systems.
- Bilingual preferred but not required.

Driving Requirements

- Must have a reliable vehicle
- Drive throughout assigned service area
- Possess a valid Florida Driver's License (required)
- A safe driving record is required (Driver's License background check will be conducted prior to offer of employment and will be conducted annually for organizational insurance purposes)

Other Requirements

- An FDLE background check and Level II Background Check will be required and may be conducted annually or as required at such times that are warranted and/or that external funders require such a check.
- HIPAA and confidentiality training will be conducted upon hiring.
- Health screening as required by the hospital for credentialing.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Ability to stand, walk, bend, kneel, or reach for extended periods.
- Must be able to maintain stationary position for at least 25% of the time.
- Must be able to maintain a virtual work environment, if required.
- Must safeguard participant information and confidentiality.
- Must be able to occasionally move about inside the office to access file cabinets, copy machines, printers and front door.
- Must be able to consistently operate a computer and other office productivity machinery such as calculator, copy machine and printers.
- Must have the ability to communicate information and ideas so others will understand.
- Must have the ability to exchange accurate information with management and other employees in a timely manner.
- Must have the ability to observe details including inspecting, assessing and determining details/information.
- Must have the ability to focus and read forms and instructions for long periods of time.
- Must have the ability to bend, stretch and reach for items as needed.
- Must have the ability to walk short distances and climb stairs.
- Lifting up to 50 pounds.