



VOLUNTEER SERVICES

Health & Human Services
Youth & Family Services Division
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FAMILY INTERACTION SUPERVISOR

DEPARTMENT:

Outagamie County Department of Health & Human Services, Volunteer Services

RESPONSIBLE TO:

Volunteer Coordinator

CATEGORY:

Volunteer

DESCRIPTION:

The family interaction supervisor oversees visits between the child(ren) and their parent(s) or other family members to ensure a safe and healthy visit when children are placed in alternate care. All cases are screened and determined to be appropriate for a volunteer before being offered.

RESPONSIBILITIES:

- Supervise interactions between family members
- Provide transportation for one or both parties to and from the visit
- Intervene and coach if parent or child demonstrates inappropriate verbal or physical behaviors
- Maintain contact with the social worker assigned to the case and work as a team member to best meet the needs of the family
- Take notes at each visit and email them to the social worker and volunteer coordinator in a timely fashion
- Fill out mileage and time logs monthly and turn in to volunteer coordinator by due date
- Report any concerns during visits to social worker and volunteer coordinator immediately
- Abide by the county's rules of confidentiality

QUALIFICATIONS:

- Have a valid driver's license
- Have current and legal insurance coverage on vehicle
- Have a clean driving record
- Pass background check

SKILLS NEEDED:

- Be punctual and dependable
- Interact with diverse populations in friendly and courteous manner
- Show compassion while maintaining appropriate boundaries
- Past experience with mentoring or coaching is a plus

TIME COMMITMENT:

- Minimum commitment of six months of volunteering
- Visits vary in length and frequency. The volunteer chooses what cases to accept based on their own schedule. The schedule of visits is consistent from week to week.

WORK LOCATION:

Visits may take place at the county building, the Wright House, in a person's home, or in the community. The location is determined by the worker to ensure safety for everyone.

BENEFITS:

- Choose cases that fit your schedule
- Mileage reimbursed at federal rate
- If over 55 and enrolled in RSVP (Retired and Senior Volunteer Program) you will not be taxed on income earned from reimbursement checks
- Meet new people
- Know you are assisting people who are at a difficult time in their lives
- Support the county employees to better serve all the clients