

Family Support Specialist

Job Code: 6745

Salary Grade: C04

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Serves as a resource for families of children with developmental disabilities that get their medical services. Works with the families, pediatric residents and other professionals to provide support and resources to assist families addressing needs of their children with disabilities.

- Assist families and pediatric residents to identify and prioritize needs and develop a family support plan including providing assistance with health care goals, coordination of care, paperwork and resource needs.
- Assist in providing training and information to families, pediatric residents and others involved in the project; works with pediatric residents and other providers to promote communication and collaboration with families to develop and manage their children's health care goals.
- Represent the Family Support 360° Center on community and family groups; works with agency representatives to stay informed about programs and policies.
- Identify and maintain knowledge of agency services and community resources.
- Attend staff meetings and monthly resource team meetings.
- Maintains confidential records.
- Perform related duties as assigned to successfully fulfill the function of the position.
- Coordinate health fairs and community events.
- Work in urban and minority communities.
- Collection and reporting of data.

Minimum Qualifications

Education:

Required: High School Diploma or GED

Experience:

Required: 12 months experience as a primary caregiver of a person(s) with disabilities or a parent/direct family member of a person(s) with disabilities, or experience in case management, social services or related field to include experience with community agencies and/or service providers.

Certifications or Licenses:

None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to develop rapport and demonstrate good interpersonal skills
- Ability to relate and interact effectively with families of children with disabilities
- Knowledgeable and comfortable with computers and with keeping accurate case notes
- Ability to interact effectively within group settings
- Ability to communicate effectively with agency and health care professionals, community service providers, and students.

Working Conditions

Physical:

- Sit for prolonged periods. Communicate effectively and listen. Stand, walk, speak, and visual.

Environmental:

- Standard Office Environment
- Involves outreach and attending clinic visits with the patients and community health events.



JOB DESCRIPTION

The UNIVERSITY of OKLAHOMA

Printed Date: 06/21/2026