

## JOB DESCRIPTION

JOB TITLE: Family Partner	JOB CODE: 057	DATE: 2/3/2005
DEPT(S) CODE(S):	REPORTS TO: Clinical Program Manager	
NON-EXEMPT		
APPROVED BY:	GRADE: 65	STARTING SALARY:

## JOB SUMMARY

First, the Family Partner provides peer support to parents served by the program and assists them to successfully engage with the wraparound process and staff. In general, peer support is defined as using personal and professional life experiences to establish credibility and infuse hope for a better future, to demonstrate unconditional acceptance, and to assist with problem solving.

Secondly, the Family Partner serves as a “values speaker”, specifically, but not limited to providing a parent’s perspective in the routine operations and development of the program. In this role, the Family Partner uses personal and professional life experience to provide consultation and training for staff and others to increase awareness and improve the effectiveness of parent-professional partnerships to meet the needs of families, and to participate in program and community meetings to maximize parent voice, choice, and involvement throughout the service delivery process.

## RESPONSIBILITIES & DUTIES

1. Utilizing personal and professional life experience provide peer support to parents and caregivers served by the program.
  - a. Provide new parents and caregivers with information about the agency and the wraparound process and procedures, including the Family Partner role to assist them to successfully engage.
  - b. Learn the family’s story, culture, strengths, and concerns.
  - c. Participate in Child and Family team meetings to ensure access, voice and choice within the wraparound process and

- to support the parent/caregiver's connection to the CFT members, as necessary.
  - d. Serve as bridge to ensure that family and providers understand each other's perspective and information.
  - e. Provide a consistent source of encouragement and hope
  - f. Provide non-judgmental, unconditional support to parents and caregivers.
  - g. Serve as a consultant to parents and caregivers throughout the wraparound process, on an as needed basis.
  - h. Model effective coping techniques for parents and caregivers.
  - i. Participate in providing a variety of support services for parents/care givers (e.g.; support groups, family activities, recognition events).
  - j. Produce and maintain accurate and timely documentation.
2. Provide a caregiver's perspective in agency service support structures
    - a. Provide consultation and training to staff regarding a parent's perspective and lessons learned from life experience.
    - b. Participate in CFT's to observe and support team skill development and provide coaching to staff.
    - c. Participate in service improvement and development efforts.
    - d. Participate in program and system meetings.
  3. Other responsibilities, as assigned, to support specific department/business needs.

### **CORE KNOWLEDGE COMPETENCIES**

- Exhibits understanding of emergency response techniques appropriate to the position.
- Adheres to EMQ mandates, policies and procedures.

### **CORE SKILL COMPETENCIES**

<ul style="list-style-type: none"> <li>• Demonstrates safe work practices and exercise discrete judgment.</li> </ul>	<ul style="list-style-type: none"> <li>• Reading and writing comprehension and basic mathematical skills.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively works toward organizational improvement and professional growth.</li> </ul>	<ul style="list-style-type: none"> <li>• Good critical reasoning/thinking and problem solving skills. Coordination, customer service, training, and negotiation.</li> </ul>

<ul style="list-style-type: none"> <li>• Focuses on understanding and meeting customer needs</li> </ul>	<ul style="list-style-type: none"> <li>• Research, planning, monitoring, and implementation. Creativity, innovation, and time management.</li> </ul>
<ul style="list-style-type: none"> <li>• Judgment and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Good verbal/written communication skills.</li> </ul>

### **CORE ABILITIES**

Ability to:

- Maintain standards of confidentiality.
- Maintain positive work relationships in a respectful and collaborative manner.
- Maintain good communication to ensure others have necessary information.
- Sensitivity to working with culturally diverse populations.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Minimum Education and/or Experience**

- High School Graduate; some college preferred, and up to 3 months of experience.
- Be able to articulate the experience and perspective of a parent/caregiver or relative of a child with complex needs involving mental health, child protective, or probation services. This ability is typically acquired as the primary caregiver of a child with complex needs.

#### **Other Specific Requirements**

- ☐ Current First Aid/CPR Certification
- Therapeutic crisis intervention training.
- Agency Wraparound training.
- Good optical vision for vehicular driving, documentation, and trainings.
- Basic computer word processing skills.
- Speak, read, and/or write another language fluently.

- Diplomacy in resolving conflicts and integrating divergent perspectives.
- Ability to handle escalated situations.
- Ability to work constructively as a member of a team.
- Ability to represent core agency/program values and principles in a variety of settings.
- Ability to communicate effectively verbally and in writing.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Level Of Contact With Children:**

- Will have supervised contact with children.
- May have supervised contact with children.
- May have unsupervised contact with children.
- Will not have supervised contact with children.
- Requires basic background check and TB test.
- Requires full background check and medical examination.

### **Driving Privileges:**

- May be called upon to drive on EMQ business. Needs acceptable MVR and appropriate insurance coverage.
- Required to drive EMQ vehicle. Must have clean MVR, appropriate insurance coverage, and attend EMQ driver training.

**Training:**

Needs to successfully complete all required EMQ training indicated for this position.

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Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Direct Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date