

**Volunteer Center of Santa Cruz County
Community Connection
Family Partnership Program**

Family Specialist – MERTY Team

General Description:

Under the supervision of the Family Partnership Program Coordinator, the Family Specialist provides support, education, advocacy and referrals to families and caregivers of children/youth seeking emergency crisis services. Working as a member of the County Mobile Emergency Response Team for Youth (MERTY), the position works in conjunction with a County Behavioral Health Clinician to provide emergency services to families and youth in the field, at home, or in an office setting throughout Santa Cruz County. The Position may include working with local school districts to advocate for families of children with special needs.

I. Qualifications:

The bilingual applicant will currently have (or have had) a child/youth, family member, or served as a caregiver for a person receiving services from Children’s Mental Health, Juvenile Probation, or Social Services; May also qualify for this position if they have experience advocating for their child/youth who has received special education services as a special needs child.

II. Essential Functions:

The Family Specialist provides support services to families of children/youth receiving services from the Children’s System of Care and ensures that family perspectives are represented in all meetings and interactions between families and agency service providers. Specific duties include the following:

- Meets with families/caregivers to provide support, education about mental illness/substance abuse issues and resource referrals.
- As a member of the MERTY Team, works with a county clinician to provide emergency crisis services to families/caregivers of the youth in crisis.
- Meets weekly and maintains regular communication with Children’s Mental Health clinical teams and other agency service providers to assess families’ needs, to coordinate service provision and review families’ progress in attaining goals and objectives as appropriate.
- Serves as an advocate and liaison between families and agency service providers, ensuring that family perspectives are represented in the development and implementation of services.
- Develops own knowledge of System of Care agencies and functions, as well as community-based agencies and services, in order to make appropriate referrals and provide information to families about how to access services.
- Develops service plans, documents service provision in billing logs, progress notes

and other records and maintains confidential files.

- Assists with community outreach and education, including giving presentations about services available through the Family Partnership Program and partner agencies.
- Facilitates support groups, focus groups and other task-focused groups involving family members; also co-leads interactive education/training sessions for families.
- Administers surveys, collects questionnaire data from families, and summarizes focus group responses as needed for reports and evaluation studies.
- Assists with agency fundraising activities, special events and other administrative tasks as requested.

III. Additional Qualifications and Skills:

- A.A. degree and six months of experience, or two years' of relevant experience.
- Bilingual in English and Spanish.
- Experience in documenting services with electronic health records database (Avatar).
- Familiarity with PC's and MAC's, Windows, Microsoft Word and G-Suites
- Good oral and written communication skills.
- Good organizational skills.
- Must have own car, California driver's license, auto insurance & clean DMV record.

IV. Ability to:

- Work collaboratively and effectively with families, service providers and other community members and partners.
- Work with diverse groups and understand culturally-specific needs and values.
- Work a flexible schedule, including some evenings.
- Facilitate groups and give presentations.
- Work independently, maintain own schedule and commitments and make decisions.

V. Plus Factors:

- Experience working with families/youth with substance abuse issues.
- Knowledge of and familiarity with Santa Cruz County Children's System of Care, including Mental Health, Juvenile Probation, Social Services and Special Education.

Employment Terms and Conditions

The Volunteer Center defines full-time as a 36-hour work week. This position is full-time, budgeted at 36 hours/week with our comprehensive benefits package including paid vacation, sick leave, holidays, health insurance, 401(k) retirement plan with company match and access to other employee optional benefits. Starting hourly pay ranges from \$20.18 - \$23.16 depending on experience. The position requires mandated reporting and adherence to HIPAA and 42 C.F.R.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical handicap, or disability, medical condition, marital status, gender, sexual preference, age, veteran status, or any other non-merit factor unrelated to the job duties.