



Job description
Family Specialist

Family Partnership Program

This position is full time (36 hours per week) and is eligible for our robust benefits package which includes health insurance, vision, dental buy up, 12 vacation days the first year, of employment, sick time, 10 paid holidays, floating holidays, 401(k) and flexible scheduling. The Volunteer Center, as part of our Work/Life Balance commitment, defines full time as 36 hours.

General Description:

Under the supervision of the Program Coordinator, the Family Specialist provides support, education, advocacy and referrals to families of children/youth receiving mental health services through the Santa Cruz County Children's System of Care, including Children's Mental Health, Juvenile Probation, and Substance Abuse services. Responsibilities include coordinating services and representing family perspectives in meetings with clinical treatment teams and other service providers. The Family Specialist provides services in office, home and field settings throughout Santa Cruz County and documents service provision in accordance with Medi-Cal charting and billing requirements. The Position may include working with local school districts to advocate for families of special needs children.

I. Qualifications:

The bilingual Family Partnership Specialist will currently have (or have had) a child/youth or close family member 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 will currently have (or have had) a child/youth or close family member receiving services from Children's Mental Health, Juvenile Probation, or Social Services and will provide 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:

- Meet with families/caregivers to provide support, education about mental illness/substance abuse issues and resource referrals.
- Meet 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 advocate for and liaison between families and agency service providers, ensuring that family perspectives are represented in the development and implementation of services.
- Develop 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.
- Develop service plans, documents service provision in billing logs, progress notes and other records and maintains confidential files.
- Assist with community outreach and education, including giving presentations about services available through the Family Partnership Program and partner agencies.
- Facilitate support groups, focus groups and other task-focused groups involving family members; also co-leads interactive education/training sessions for families as requested.
- Administer surveys, collects questionnaire data from families, and summarizes focus group responses as needed for reports and evaluation studies.
- Assist with agency fundraising activities, special events and other administrative tasks as requested.

III. Additional Qualifications and Skills:

- B.A. degree in a related field or minimum two years' relevant experience.
- Experience in documenting services with electronic health records database
- Familiarity with PC's and MAC's, Windows, Microsoft Word and Excel software, plus Internet and e-mail.
- Excellent oral and written communication skills.
- Good organizational skills.
- Must have own car, California driver's license, auto insurance & clean DMV record.
- Bilingual in Spanish

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.
- Will currently have (or have had) a child/youth or close family member receiving services from Children's Mental Health, Juvenile Probation, or Social Services

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.
- Experience with AVATAR health records database.



Conditions of Employment:

This position is full time with flexible scheduling, including a hybrid home and in-office work schedule. The Volunteer Center, as part of our Work/Life Balance commitment, defines full time as 36 hours. Starting hourly salary for this position is between **\$20.18- \$22.38** per hour depending upon years of experience.

This position is eligible for full VC Benefits:

- Medical
- Dental
- Vision
- Chiropractic
- 401(K)
- Flexible Spending Account
- Dependent Care Reimbursement Program
- Employee Assistance Program
- Half hour paid lunch.
- 12 days of vacation for the first year of employment
- 10 paid holidays
- 6 floating holidays
- 12 days of sick time accrued each year

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 job duties. The Volunteer Center of Santa Cruz is an equal opportunity employer.