



## Parent Partner/Family Solutions

**Job Description:** Under the supervision of the Direct Services Program Supervisor, and partnered with Family Solutions, the Parent Partner position is responsible in providing active, hands-on support to parents/caregivers of youth that are receiving services from the Family Solutions Program. Effective peer support should be friendly, helpful, accessible, and flexible. Peer support may be delivered in individual or group settings at the agency, at other service agencies, in family homes, or in other community environments. The role of the Parent Partner is to provide peer support but also is responsible for working collaboratively to support systems change by increasing family involvement and decreasing unintentional bias about parents.

**Reports to:** Executive Director

**Job Classification:** Non-exempt, non-supervisory

**Essential Duties and Responsibilities May Include:** *(The following is generally representative of the duties and responsibilities of this job classification. It is not a complete description of all possible job assignments, nor is it restrictive as to job assignments and responsibilities which may be required of an incumbent.)*

- Attends all Child and Family Team meetings (CFT's) partnering with the parents and assisting in the formulation of a plan that is created by the family unit ensuring that everyone is recognizing and honoring families voice and choice.
- Responsible for providing peer support to parent(s), facilitate participation in case planning activities, and promote positive communication between families and service plan providers.
- Participate in team discussion regarding recommendations.
- Empower families to engage in their success.
- Advocate on behalf of the parent(s) if it is witnessed that their voices are not being heard during meetings.
- The Parent Partner is an advocate for the parent(s) but is also a team member and must present themselves in a professional manner to other team members and the public.
- Personal stories of perseverance can be shared and are especially important in helping parents to realize that they can successfully achieve their goals.
- Ensure flexibility to meet the emergent needs of the family.
- Explain "Family Solutions" to families.
- Assist parents to speak up for themselves and connect with natural and community support systems such as: family, counselor, minister, friends, or others.
- Help families, build upon their strengths, and give them encouragement.
- Be available for advocacy and support by phone and in-person, including in the family's home.
- Report to their immediate supervisor on case management, and team decisions or problems.
- Provide written 'Service Provided Sheets on all services provided.
- Attend all-staff meetings.

**Skills and Abilities:**

- Ability to prepare and maintain accurate written records and reports.
- Strong organizational skills.

- Ability to manage time and establish priorities within a fast-paced environment to meet the needs of the families and ensure deadlines are met.
- Ability to pay attention to detail.
- Be a positive role model.
- Ability to communicate with people from a variety of socio-economic, cultural, and ethnic backgrounds.
- Identify problem areas within the scope of the position, find solutions, and follow-up to ensure completion.
- Ability to establish positive, effective, and cooperative working relationships and use good judgment, initiative, and resourcefulness when dealing with parents, employees, volunteers, and the public.
- Ability to effectively communicate clearly and concisely both orally and in writing, understand instructions, and follow directions.
- Ability to work independently and manage time effectively.
- Ability to be flexible, cooperative, and dependable.
- Ability to work as a team member.
- Ability to demonstrate sensitivity to the issues that families face.
- Ability to communicate with people from a variety of socio-economic, cultural, and ethnic backgrounds.
- Ability to work in accordance with and promote Lassen Family Services' policies, procedures, values, and mission.
- Ability to relate in a positive manner with a variety of individuals to ensure that Lassen Families Services, Inc.'s values are upheld.

**Knowledge of:**

- Community organizations that provide social services and support.
- Cultural awareness and application.
- Teamwork, and application.
- Trauma-Informed Care.
- Documentation and record keeping.
- Office equipment including faxes, copiers, computers, printers, and telephones.
- Windows based office technologies including Word, Excel, PowerPoint, and Adobe.
- Mandated reporting.
- HIPPA standards.
- Professional ethics.

**Training/Experience/Education:**

- Education in social work, education, or a related field is preferred. Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying.
- Must be a family member of a youth with emotional/behavioral challenges or has had systems experience with a child in a serving system (i.e., mental health, child welfare, probation and/or special education).
- Personal life experience and successful completion of a similar parenting program is desired.
- Must be willing to share the personal life experiences with other parents who become involved in "Family Solutions."
- Completion of Lassen Family Services' Crisis Intervention Peer Counselling Training must be obtained within 1 year of hire. Agency training provided.

- CPR certified or completion of certification within 1 year of hire. Can be provided by the agency.

**Typical Physical Requirements:** *(Reasonable accommodation will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):* Sits for extended periods; frequently stands, walks, stoops, kneels and crouches to pick-up and or move objects, may occasionally lift and/or move objects weighing up to 25 pounds; and normal manual dexterity and eye-hand coordination.

**Typical Working Conditions:** Work is performed in a variety of environments including the Lassen Family Services' business office, in people's homes, in other social service agencies, and in Lassen County; requires frequent driving to different locations and sites throughout the service area; frequent contact and communication with staff, volunteers, public, parents, and representatives of other agencies; work hours may be variable and outside the normal 8 am to 5 pm, Monday-Friday work schedule to meet the requirements of the position; incumbents are expected to be available on stand-by for crisis intervention responses at any time during specifically assigned time periods.

**Special Requirements:**

- Must be 21 years of age or older.
- Possession of a valid California Driver's License and insurance with acceptable DMV Record.
- Acceptable State, FBI, and CACI criminal background check.
- Drug test required. Testing negative for marijuana is not necessary.

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_