



Family Support Specialist- Contractor

Ramsey County Children's Mental Health Collaborative (RCCMH) works across systems and with families to meet the complex needs of youth with or at risk for mental health disorders.

Job Title: Family Support Specialist

Description: The Family Support Specialist works with a team of specialists and consulting mental health professionals and healers to support families **We are especially in need of Spanish speaking contractors and contractors who are available to work some daytime hours.**

Reports to: Family and Community Engagement Coordinator (FEC Coordinator)

Time: Flexible- 10 to 30 hours per week (non-benefit earning Contractor)

Location: Currently virtual. In-person programs or client meetings are not mandatory.

Compensation: \$25-\$30 per hour depending on qualifications

To Apply: Email resume to family@rccmhc.org

Tasks are assigned based on competency level.

DUTIES AND RESPONSIBILITIES include but are not limited to the following direct services:

Family Support Services

- Provide triage, resource navigation, screening, appointment setting, resilience coaching, and care coordination
- Coordinate with mental health service providers and other professionals supporting families
- Attend care team meetings as needed
- Maintain accurate and confidential client files and data tracking using required systems

Large Group Programs and Events

- Assist with coordinating and/or co-facilitate psychoeducation trainings, advocacy, holistic/cultural healing programs, family respite, skills-based activities, and resource sharing events for youth and families

Community Outreach

- With the FCE Coordinator, update website and online resources, including the Community Bulletin Boards, Mental Health Agency Search Tool, and Family Care Organizer
- Attend task groups/committees as assigned
- Assist with community outreach initiatives

Policy & Leadership Development

- Assist the FCE Coordinator and Family Services Committee Officers to coordinate committee meetings as needed
- Work with families to identify community needs and make recommendations
- Help families participate in data collection (surveys), research and evaluation projects related to the design and implementation of family services
- Foster and support youth and caregivers to take on leadership roles within RCCMH

OTHER DUTIES:

- Participate in staff trainings and team meetings as requested
- Participate in individual and group supervision or staff consultation as requested

PREFERRED JOB QUALIFICATIONS AND COMPETENCIES:

- Individuals who are BIPOC or bilingual are encouraged to apply! We are especially in need of Spanish speaking staff.
- Bachelor's degree in social work (or, related field) and experience in the field of children's mental health
- Experience using electronic health records and client data management software
- Comfort learning and using various software programs to track work duties
- Experience in Ramsey County/ knowledge of Ramsey County resources
- Lived experience with care taking for someone with a mental health and/or behavior challenges (preferred)

Individual Attributes Aligned with RCCMHC Values

- Empathetic, supportive, and approachable
- Self-motivated, responsible, and conscientious, and organized
- Ability to connect families in crisis to appropriate resources
- A creative problem solver
- Energetic and engaging
- Has a holistic vision of wellbeing and belief in "youth-guided and family-driven care"
- Has self-awareness; Recognizes the need for self-care in effectively managing work duties
- Able to manage stressful situations
- Is culturally affirming and responsive
- Is trauma (and toxic-stress) informed- with a focus on resilience, hope, and coping
- Conducts oneself in a professional manner; values ethical behavior

Core Knowledge

- Children's mental health, trauma, and related issues
- Family strengthening and resilience strategies
- Child protective services, child welfare and mandated reporting
- Understanding or willingness to learn about how various systems (health care, schools, corrections, etc.) intersect for families with children with mental health disorders

Interpersonal Skills & Abilities

- Written communication skills; including editing and proofreading skills
- Verbal communication skills; including public speaking skills
- Strengths-based, motivational interviewing skills
- Meeting and group training facilitation skills; including ability to work through highly emotionally charged topics and confidential information with care and professionalism
- Collaboration skills; including networking, team building, coordination across systems
- Ability to work with individuals and teams of diverse backgrounds and cultures
- Ability to communicate in a professional and courteous manner at all times
- De-escalation and conflict resolution skills
- Ability to maintain boundaries and the highest professional and ethical standards in a confidential work environment internally and externally

Technical or Management Skills & Abilities

- Strong organizational and time management skills; including prioritization skills
- Ability to manage multiple tasks in an efficient manner; this may include short completion times and competing deadlines

- Ability to develop and maintain record keeping systems and procedures
- Computer skills and experience with Microsoft Word, PowerPoint, Excel

Other Qualifications

- Must be available to work some nights for events
- Must pass a Criminal History background check