



## Family Support Specialist- Contractor

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

<b>Job Title:</b>	Family Support Specialist
<b>Description:</b>	The Family Support Specialist works with a team of specialists and consulting mental health professionals and healers to support families <b>We are especially in need of Spanish speaking contractors and contractors who are available to work some daytime hours.</b>
<b>Reports to:</b>	Family and Community Engagement Coordinator (FEC Coordinator)
<b>Time:</b>	Flexible- 10 to 30 hours per week (non-benefit earning Contractor)
<b>Location:</b>	Currently virtual. In-person programs or client meetings are not mandatory.
<b>Compensation:</b>	\$25-\$30 per hour depending on qualifications
<b>To Apply:</b>	Email resume to <a href="mailto:family@rccmhc.org">family@rccmhc.org</a>

*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 RCCMHC

### OTHER DUTIES:

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

Last update 01-19-2024

## **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 meeting 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