



## Family Service Coordinator

For almost 50 years, Buckelew Programs has been committed to the mission of providing mental health and addiction services that promote recovery, resilience and hope. The agency provides numerous essential community services throughout Marin, Sonoma and Napa counties ranging from supported housing and job training for people with mental illness to outpatient psychotherapy and other support for children, adults and families, as well as residential detoxification services, and a regional suicide prevention program and crisis

The **Family Service Coordinator** provides support in the planning and operation of the service to ensure smooth functioning and clear communication. Under direction, advocates for and represents family members of mental health clients, supports and facilitates timely and informative interactions between family members and mental health service programs and staff. This position is located in Santa Rosa.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The statements contained in this job description are general details of the position that are necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility and are not an all-inclusive listing of work requirements. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. The employee is responsible to perform other related work that is assigned or that should be performed to do the job well. This is a guideline to help understand the responsibilities of the job and a tool to help measure your performance regarding the position. Also, reasonable accommodations will be made to enable an employee with a disability to perform the essential functions of this position:

1. Assists Team Leader in planning, implementing and monitoring services to meet family member needs.
2. Provides input to the Team Leader, Program Director and the Director of Sonoma County Behavioral Health (SCBH) in the development of family member policy.
3. Facilitate education and support groups as directed.

### **Client/Family Advocate Support**

1. Represent family members as a group within the mental health system and provide individual support and accurate information to assist families or support persons interacting with the system, community supports and services. Assure that services are delivered with cultural sensitivity and in the preferred language of the family receiving support services. Provide accurate and relevant information to family members regarding legal processes in the mental health system.
2. Represent family members' issues to mental health managers, supervisors and staff to enhance awareness and sensitivity regarding family member concerns.
3. Train, inform and assist family members in developing skills to enable them to care for and effectively advocate for their family member receiving services. Provide similar training to mental health staff to facilitate family involvement in services for the client member.
4. Provide support and information to assist family members of persons with mental illness who are incarcerated in the county jail by way of coordination and communication with the Mental Health Jail Liaison.
5. Collaborate with the Patient Rights Advocate to ensure family/identified support persons are aware of current legislation that will impact the services provided to family members and client members.
6. Investigate concerns and/or grievances as a designated representative of SCBH of the family member or identified support persons. Maintain written records of family members' or identified support persons' requests for assistance, including describing problems, actions taken, and results. Enter, track and manage family services data in the HER; generate reports as needed. Communicate effectively with family or identified support persons, treatment staff, supervisors, managers, administrators, support staff, Patient's Rights Advocate (PRA) and other involved entities, about concerns or grievances pertinent to the request for services.

## **Outreach/Engagement**

1. Represent family interests in various community committees and task forces.
2. Perform community outreach and engage in public speaking to increase public awareness of the impact of mental illness on families, and the importance of family involvement in the treatment of client members.
3. Establish and maintain collaborative relationships with family support groups such as the local National Alliance on Mental Illness (NAMI) and other community providers.
4. Organizing events and/or participating in community events promoting Buckelew Programs services, providing resources, and decreasing stigma.
5. Develop and maintain community resources in order to provide families and consumers with appropriate and up-to-date resources and support.
6. Recruit and assist in the supervision of volunteers and interns to enhance family service program and support clerical tasks.

## **QUALIFICATIONS:**

**Education and Experience:** BA/BS degree in Social Science discipline; OR Peer Support Specialist Certification; OR Patient Navigation Certification; OR Certification in Community Health, Advocacy, Drug and Alcohol or similar discipline. A minimum of one year experience working with adults with serious and persistent mental illness or children diagnosed with serious emotional disturbance as a Peer Support Specialist or Family Advocate, or significant involvement and work in the mental health family advocate movement. Strong understanding of mental health systems, community services and supports identified through experience.

**Professional:** Computer and office skills in Microsoft word, excel, google docs, email, fax, cloud-based programs, and Electronic Health records (EHR) are needed, accompanied by excellent verbal and written communication skills. Must be fluent in English (written and verbal); Spanish language skills a plus. Must understand and be sensitive and responsive to serving culturally diverse populations. Ability to work autonomously with focused direction, advocate for team approach, utilize strong organizational skills, project appropriate confidence, listen well, problem solve in on-the-spot situations, remain calm and reassuring in unexpected situations while maintaining confidentiality. Must have an interest in working with persons with mental and/or behavioral health disabilities. Able to identify areas needing improvement and to take initiative to suggest viable alternatives. Ability to work flexible hours required (generally normal business hours, with occasional flexibility needed for evening availability). Must be able to work within with all the rules, regulations, and policies that govern agency compliance. Applicants must have valid California driver's license with an insurable driving record, use of own vehicle (mileage will be reimbursed). Ability to meet contract requirements. A lived family or consumer experience with mental health and/or addiction desired.

**Physical requirements:** Capable of the following intermittent activities: stretching, bending, kneeling, twisting, squatting, reaching above or below the shoulder, pushing, pulling, grasping, and lifting to 25 pounds. Job frequently requires sitting, handling objects with hands and the use of fine motor skills. Often operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Job occasionally requires standing, walking, reaching, talking, and hearing. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Vision requirements: Ability to see information in print and/or electronically.

**SCHEDULE:** Hours as agreed with supervisor; typically will be weekdays with some evenings and weekends necessary to support client/family needs and based on outreach opportunities, 20 hours weekly

**PAY:** \$20.50 To \$24.00 Hourly

**APPLY:** <https://buckelew.org/get-involved/career-opportunities/>

AA/EOE